

SOLICITATION, OFFER, AND AWARD			1. Caption DC-NET Staff Augmentation		Page of Pages 1		
2. Contract Number		3. Solicitation Number POTO-2006-R-0035		4. Type of Solicitation <input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency		5. Date Issued 7/17/2006	
7. Issued By: Office of Contracting and Procurement 441 14th Street, NW, Suite 703 South, Bid Counter Washington, DC 20001 ATTN: William sharp, Contracting Officer <small>NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"</small>				8. Address Offer to: SAME AS BLOCK 7			
SOLICITATION							
9. Sealed offers in original and <u>4</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at <u>441 4th Street, NW, Suite 703 South</u> until <u>2:00 PM EDT</u> local time <u>21-Aug-06</u> (Hour) (Date)							
CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.							
10. For Information Contact		A. Name LISA LOVELACE		B. Telephone (Area Code) 202 (Number) 727-0229 (Ext)		C. E-mail Address lisa.lovellace@dc.gov	
11. Table of Contents							
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X	G	Contract Administration Data		X	L	Instructions, conditions & notices to offerors	
X	H	Special Contract Requirements		X	M	Evaluation factors for award	
OFFER							
12. In compliance with the above, the undersigned agrees, if this offer is accepted within <u>180</u> calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.							
13. Discount for Prompt Payment		10 Calendar days %		20 Calendar days %		30 Calendar days %	
14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):		Amendment Number		Date		Amendment Number	
15A. Name and Address of Offeror				16. Name and Title of Person Authorized to Sign Offer/Contract			
15B. Telephone (Area Code) (Number) (Ext)		15 C. Check if remittance address is different from above - Refer to Section G <input type="checkbox"/>		17. Signature		18. Offer Date	
AWARD (TO BE COMPLETED BY GOVERNMENT)							
19. Accepted as to Items Numbered		20. Amount		21. Accounting and Appropriation			
22. Name of Contracting Officer (Type or Print)		23. Signature of Contracting Officer (District of Columbia)				24. Award Date	



SECTION B: SUPPLIES OR SERVICE AND PRICE

B.1 OVERVIEW

The Government of the District of Columbia Office of Contracting and Procurement on behalf of The District of Columbia Office of Chief Technology Officer is seeking qualified contractor(s) to address the staff augmentation requirements of DC-NET. District of Columbia as part of the overall Information Technology Strategic Plan, plans to implement a high capacity communication transport network using an optical fiber network using Synchronous Optical Network (SONET) interface standards. This network is generally referred to as the District Citywide Information Network – or DC-NET.

- B.1.1 The District contemplates award of an Indefinite Delivery Indefinite Quantity (IDIQ) labor hour contract based on a fixed unit price in accordance with 27 DCMR – Chapter 24 and FAR Part 16 – Subpart 16.504 and The Fair Labor Standards Act of 1938, as Amended (29 USC §201 et seq.; 29 CFR Parts 510 to 794)
- B.1.2 The District contemplates awarding multiple contracts for a one (1) year base period of performance with two option periods, in accordance with the services set forth in Section B and Section C of this RFP. Offerors are required to propose one or more of the contract line items set forth in this Section B for the base period and one (1) option year to be considered for a contract award.

B.2 INDEFINITE DELIVERY INDEFINITE QUANTITY CONTRACT (IDIQ)

- B.2.1 This is an indefinite delivery – indefinite quantity contract for the supplies and/or services specified, and effective for the period stated. The quantities of supplies and/or services specified in the Schedule are estimates only.
- B.2.2 DC-NET intends to award several indefinite quantity contracts with payments based on the unit rates set forth in each contract. The contract requires the District Government to order and the Contractor to furnish at least a stated minimum of supplies or services. The maximum quantities of supplies and/or services that the contractor is obligated to provide are specified in the Pricing Schedule. The guaranteed minimum quantities of services to be ordered are set forth below in Section B, Price Schedule.
- B.2.3 Delivery or performance shall be made only as authorized by order issued in accordance with the Ordering Clause stated in subsections or paragraphs in the contract. The Contractor shall furnish to the District Government, when and if ordered the supplies and/or services specified in the Schedule up to and including the maximum quantity. Through this type of contract, the District Government will order at least the minimum quantity specified in the contract. The minimum and maximum quantities for the base year and all option years are as follows:

POSITION	MINIMUM HOURS	MAXIMUM HOURS
Executive	1	1,920
Finance	1	1,920
Engineering	1	1,920
Network Construction	1	1,920
Network Operations	1	1,920
Operational Support Systems	1	1,920
Voice Services	1	1,920
Customer Support	1	1,920
Program Management and Business Support	1	1,920

- B.2.4 There is no limit on the number of orders that DC-NET may issue. The District Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.
- B.2.5 Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and District's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period.

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B.3 SERVICE/DESCRIPTION/PRICE**CLIN 001 - Executive Functional Area**

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
001a	District Director	Labor Hour	\$	\$	\$
001b	Senior Manager of Human Resources	Labor Hour	\$	\$	\$
001c	Manager of Contracting and Procurement	Labor Hour	\$	\$	\$
001d	Director of Operations	Labor Hour	\$	\$	\$
001e	Human Resources Assistant	Labor Hour	\$	\$	\$
001f	Overtime Rate for Human Resources Assistant	Labor Hour	\$	\$	\$
001g	Project Coordinator	Labor Hour	\$	\$	\$
001h	Executive Assistant	Labor Hour	\$	\$	\$
001i	Overtime Rate for Executive Assistant	Labor Hour	\$	\$	\$
001j	Planning and Scheduling Coordination Analyst	Labor Hour	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

**DC Government – Office of the Chief Technology Officer
DISTRICT DIRECTOR**

DC Government – Office of the Chief Technology Officer

CLIN: 001a	DATE REVISED 02/23/06
JOB TITLE District Director of Telecommunications	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Executive
REPORTS TO: OCTO Deputy Director of Operations	SUPERVISES: Supervises 6-7 Managers & Directors

POSITION SUMMARY:

This position is responsible for the comprehensive management of the District-wide voice telecommunications network and ancillary telephony systems and services. He/She is responsible for the delivery of (a) wireline data services to each building's LEC service demarcation point, (b) wireline voice services to end-user devices, and (c) wireless voice and data services to end-user devices. The District telecommunications network is in the process of transitioning from a Centrex/ISDN environment to a government owned and managed Telecommunications network. Specifically excluded from position responsibilities are the public safety radio and the LAN/AMN/WAN network environments. This position is responsible for the delivery of data services at the physical layer to an extent similar in scope to services available from LEC's (i.e., up to each building's demarcation point).

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Directs the District-wide voice telephony and telecommunications contracts with telecommunications carriers and hardware vendors.
- Manages wireless contracts, including cellular, personal messaging, mobile data and paging.
- Provides direction and management in the planning process for telecommunications budgets across all District agencies, including independent agencies that are on the District MAN network management of the entity/ies providing voice services on the District MAN, at the physical layer.
- Oversees transition from WITS-type contract to custom contracts for (a) operation of physical layer of District-owned infrastructure, and (b) provision of telephony services, under service level agreements (SLA's) with customer agencies and entities.
- Responsible for the transition from cellular carrier-based wireless services to wireless services utilizing the District-owned wireless infrastructure.
- Directs the citywide service delivery of telecommunication services to District agencies (including selected semi-governmental and other independent entities). Telecommunications includes provision data circuits and telephony services. Telephony includes wireless services. Wireless services include voice services, paging, mobile data, telemetry and location technology.
- Provides engineering and management guidance (from the telecommunications planning and operations perspective) during the design and implementation of the District's citywide MAN, telephony and telecommunications solution.
- Coordinates telecommunications operations compliancy with architectural hardware/software standards as set by OCTO standards and network engineering group.

- Provides telecommunications expertise for root cause analysis of production failures, coordination of testing with other OCTO teams to ensure appropriate test coverage, working with the other OCTO teams to improve the testing methodology and make appropriate use of test automation.
- Oversees the planned E911 system, designed to deliver E911 calls from District-owned selective routers to PSAP, on District-owned fiber-optic communications system. Until this system is in place, manage the ILEC providing functionally equivalent services.
- In coordination E911 operations, management of all E911 services provided by local exchange carriers and other providers, including quality assurance and quality control of such services.
- Management duties include staffing, supervision, and development of subordinates, joint goal setting and performance review, distribution of workload, financial responsibilities and medium-range planning.
- Provides direction and coordination with accounting, procurement, contracts, personnel and project management.

Supervisory Responsibilities

Provides management direction and counseling to 6-7 Senior Managers and Directors. Overseas Human Resources, Contracts & Procurement, Accounting & Finance, Operations, Network Engineering and Customer Care functions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree Engineering, or Business; Telecommunications financial operations experience a must. Masters degree desired. More than ten years of technical and management leadership in the fields of engineering management and telecommunications operations and systems. In addition, the following experience is required:

- Management of large data/voice systems under SLA's is preferred.
- Experience in management of cellular networks and embedded systems is preferred.
- Complete operations and maintenance support of telecommunications and information technology hardware and software infrastructure for nation level user base in a secure environment is preferred.
- Knowledge in network and system performance management (monitoring, proactive management, and network security) is desirable.
- Experience is preferred in business management, customer service, education and training, information system technical support, system installing, internal support services, professional services, provisioning/logistics and technical services.
- Project management proficiency in a complex telecommunications environment is desired.
- Development of site installation and implementation plans for infrastructure upgrades as well as new installations.
- Experience with the implementation of broadband technologies including SONET and ATM services desired.

Required Skills

- Strong trouble-shooting skills and ability to work with diverse equipment.
- Understand of the Capability Maturity Model and ITIL (ITIL.org) operational best practices is preferred.

- Ability to translate operational requirements into functional descriptions and conduct on-site surveys to determine communications upgrade alternatives.
- Ability to write and develop/explain detailed processes and steps in the engineering, installation and operation of telecommunications systems.
- Strong skills in delegation, resource allocation, tracking, situation analysis, negotiation, time management, multi-tasking, and performance management.
- Excellent interpersonal skills. Proactive. Team player.
- Able to work independently representing agency to other agencies.
- Knowledge of CAD (computer-aided design) and graphics presentation programs (e.g., Visio Professional 5.0).
- Excellent writing and presentation skills. Accurate and timely status reporting (written and verbal).

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday. Some after-hours work may be required.

SECURITY SENSITIVE: No.

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**DC Government – Office of the Chief Technology Officer
SR. MANAGER HUMAN RESOURCES**

DC Government – Office of the Chief Technology Officer

CLIN: 001b	DATE REVISED 2/6/2006
JOB TITLE SR. MANAGER HUMAN RESOURCES	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Executive
REPORTS TO: District Director of Telecommunications	SUPERVISES: Provides management direction and counseling. Supervises clerical assistant and temporary staffing as needed.

POSITION SUMMARY:

Develops policy and directs and coordinates human resources activities, such as employment, compensation, labor relations, benefits, training, and employee services by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Analyzes wage and salary reports and data to determine competitive compensation plan.
- Writes directives advising department managers of Company policy regarding equal employment opportunities, compensation, and employee benefits.
- Consults legal counsel to ensure that policies comply with federal and state law.
- Develops and maintains a human resources system that meets top management information needs.
- Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
- Identifies legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
- Writes and delivers presentations to government officials regarding human resources policies and practices.
- Recruits, interviews, tests, and selects employees to fill vacant positions.
- Plans and conducts new employee orientation to foster positive attitude toward Company goals.
- Keeps records of benefits plans participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.
- Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment.
- Advises management in appropriate resolution of employee relations issues.
- Responds to inquiries regarding policies, procedures, and programs.
- Administers performance review program to ensure effectiveness, compliance, and equity within organization. Administers salary administration program to ensure compliance and equity within organization.

- Administers benefits programs such as life, health, and dental insurance, pension plans, vacation, sick leave, leave of absence, and employee assistance.
- Investigates accidents and prepares reports for insurance carrier. Coordinates Safety Committee meetings and acts as Safety Director.
- Conducts wage surveys within labor market to determine competitive wage rate.
- Prepares budget of human resources operations.
- Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations.
- Prepares reports and recommends procedures to reduce absenteeism and turnover.
- Represents organization at personnel-related hearings and investigations.
- Contracts with outside suppliers to provide employee services, such as temporary employees, search firms, or relocation services.

Supervisory Responsibilities

Provides management direction and counseling. Supervises clerical assistant and temporary staffing as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree or three to five years related experience and/or training; or equivalent combination of education and experience. Human Resources experience in a Telecom environment is required.

Required Skills

- Must possess experience with Abra Suite.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write documents using original or innovative techniques or style.
- Ability to make effective and persuasive presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Certificates, Licenses, Registrations, and/or Training

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

SECURITY SENSITIVE: No.

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**DC Government – Office of the Chief Technology Officer
MANAGER OF CONTRACTING & PROCUREMENT**

DC Government – Office of the Chief Technology Officer

CLIN: 001c	DATE REVISED 2/17/2006
JOB TITLE Manager of Contracting & Procurement	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Executive
REPORTS TO: District Director of Telecommunications	SUPERVISES: None

POSITION SUMMARY:

The Manager of Contracting and Procurement leads all efforts in the area of contracting and procurement for DC-NET. This person will work together with DC-NET staff to establish documented requirements for materials and services required to sustain and develop both the operations and project elements of DC-NET. He/She will have to work closely with the Office of Contracting and Procurement for the District of Columbia to complete these procurements in line with all established laws and provisions.

This person will also be the primary contact and mediator for contractual issues for DC-NET. This involves working proactively with vendors to ensure compliance of the terms of all agreements and purchase orders. As well as serving as liaison between DC-NET staff and the vendors providing materials or services for aspects of the operations or project that pertain to them.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages project funding for all procurement activities and strategic financial stability of the organization.
- Serves as the organizational lead for initiation, management and supervision of \$70M in contracts.
- Responsible for scope definition and control, due diligence, vendor negotiation and competitive analysis to obtain best value proposition for all contractual relationships.
- Drafts contract documents on behalf of the District in order to enter into a procurement relationship with a vendor.
- Creates new requisition, upon the full authorization, for the item(s) in the District's Procurement Automated Support System (PASS).
- Writes and processes all task orders work orders or change orders under an indefinite quantity-type contract vehicles that are currently in place.
- Administers all contract documents (contracts, work orders, invoices, etc.) to keep the system current.
- Takes the lead in the due diligence, auditing and control related to all DC Net contractual agreements.
- Participate in capital and operational budget formulation.
- Responsible for budget implementation and process controls.
- Assists customers in the resolution of accounting related issues in short order.

- Assists members of the project controls team in providing financial information and assessments, as well as contributing to financial reporting activities.
- Meets all financial related reporting requirements related to internal operations and those of OCTO and other agencies as necessary.
- Assess project activities and assists the DC-Net Director and Deputy CTO in specific activities critical to the success of the project or other critical activities with in OCTO.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor' s Degree in Business, English, or a related field plus 5-10 years related experience in a Telecom environment.

Required Skills

- Must be experienced and adept in the areas of contract administration and financial accounting.
- Experience using Ariba applications, MAS500, Prolog and Crystal Reports is strongly desired.
- Must be flexible to perform duties as they relate to requirements set forth by relevant District programs and agencies.
- Experience with and knowledge of District of Columbia contracting and procurement laws and procedures are highly desirable.
- Must be a highly effective communicator (both verbal and written) and coordinator, as he or she will be working with several parties (e.g. OCTO' s finance department, District Program Management, and DC-NET Project Management) to achieve any given goal.
- Should have experience negotiation contracts and enforcing terms of existing contracts. Must be experienced in establishing relationships with vendors that support initiatives of the organization.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No.

**DC Government – Office of the Chief Technology Officer
DIRECTOR of OPERATIONS**

DC Government – Office of the Chief Technology Officer

CLIN: 001d	DATE REVISED 02/06/2005
JOB TITLE Director of Operations	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: District Director-Telecommunications	SUPERVISES: Supervises 3 Senior Managers, 4 Managers, and 30-50 Technicians

POSITION SUMMARY:

The position requirements below are stated in relation to the “end state”; i.e. when the agency is totally in place. Under general direction, manages staff engaged in telecommunications network operations; serves as a senior level manager; and performs related duties as assigned. The Senior Manager of Voice Services has responsibility for direction of network operations, repair and maintenance staff for a fiber optic transport network and PBX voice network.

Director of Operations provides support to all DC agencies for voice services. This covers all moves, adds, changes, and deletes (MACD). The candidate oversees trouble handling and corrective maintenance for the customer. The Department analyzes and resolves voice service problems from the telephone exchange (Avaya PBX) to an agency's telephones (including cabling, wiring and equipment). In troubleshooting voice service problems, the Department provides the following functions: Test/analysis, dispatch, repair, and data recording.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, supervises and evaluates the work of assigned staff to include: development, implementation and monitoring of work plans to achieve organization's mission, goals and performance measures
- Participates in developing and monitoring performance against the annual budget.
- Supervises, develops and implements plans, policies, systems and procedures applicable to unit responsibilities.
- Establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the human resources policies and labor contract provisions.
- Directs communication operations, maintenance and repair staff and contractors, reviews cost effectiveness of operations units, and assures compliance with current construction and operations performance standards and practices.
- Directs staff in infrastructure maintenance and repair, equipment and system installation, and disaster recovery of the District's wire line and wireless voice and data systems, including the DC Net fiber

network, ensuring sufficient capacity and reliability to support the district's activities, and those of the regional system clients.

- Assists in establishing DC Net organizational goals and objectives, and in preparing the organization budget, reviewing budgetary proposals to determine priorities and appropriateness of staffing levels and equipment requests in relation to organizational operational needs and fiscal requirements.
- Performs or directs project management of large technological construction and installation projects, including contractor selection, contract negotiation, performance oversight, and compliance monitoring of engineering, construction, maintenance, restoration, repair and utility service providers.
- Initiates and monitors implementation of appropriate safety and environmental safeguards in accordance with applicable regulations and prudent professional practice to ensure that employee, citizen, and environmental hazards and impacts of operational activities are eliminated or reduced to acceptable or allowable risk levels

Supervisory Responsibilities

Provides management direction and counseling. Supervises 3 Senior Managers, 4 Managers, and 30-50 Technicians.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a four-year college or university degree with a major in telecommunications or electrical or electronics engineering, or a closely related field with at least ten years of progressively responsible voice operations experience, including at least four years at the management or senior level management experience. This experience must have been in a local exchange carrier with business customer service responsibility. Management of premise wiring and desk set installation and repair is **REQUIRED**. Management of cable (copper or fiber) construction/maintenance is **HIGHLY DESIRABLE**. Experience in Project management methods and practices for planning, budgeting, scheduling, monitoring performance and evaluating results.

Required Skills

- Must have skill in communications network operations management, design and operational principles, practices, materials, costs, construction techniques, current trends, regulations, standards and equipment.
- Must possess knowledge of safety and environmental regulations, laws and practices governing operational activities and related potential employee, citizen and environmental effects and their mitigation.
- Must have the ability to manage budgets, personnel, cost control and administrative practices and policies.
- Must possess information technology and computer capabilities applicable to functional responsibilities.
- Must have the ability to manage, direct and control the activities of subordinate supervisors and staff efforts to plan, assign, and coordinate the work of field, professional and technical subordinates.
- Must possess the ability to direct the application of federal, state and city laws, codes, standards and specifications applicable to the area of specialization.
- Must possess the ability to direct and review the preparation and interpretation of communication engineering and system design plans and specifications, codes, regulations and complex technical documents.

- Must be able to communicate effectively orally and in writing, including scientific and technical matters to non-technical individuals.
- Must be able to interact effectively, engage in or direct problem-solving processes.
- Must have the ability to establish and maintain effective working relationships with a diverse workforce and community.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work must be performed on District premises unless specifically authorized
- Person is billable at a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Deputy CTO. (The "normal business hours" of OCTO are determined to be 8:30 AM to 5:30 PM with a one-hour lunch.). On-call, holiday or work after normal hours may be required.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
HUMAN RESOURCES ASSISTANT**

DC Government – Office of the Chief Technology Officer

CLIN: 001e/f	DATE REVISED 6/21/2005
JOB TITLE Human Resources Assistant	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Human Resources
REPORTS TO: Senior Manager, Human Resources	SUPERVISES: None

POSITION SUMMARY:

This position is under the supervision of the Senior Manager of Human Resources and is responsible for the administrative support of day-to-day Human Resources operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists department in carrying out various human resources programs and procedures for all DC-NET employees.
- Helps to monitor the performance appraisal process.
- Collects and processes employee time and leave and ensures accurate update in the payroll system.
- Participates in benefits administration to include AbraHR system updates, distribution of enrollment materials, and processing change requests.
- Conducts new employee orientations.
- Files EEO-1 report annually; maintains other records, reports, and logs pertaining to applicant flow procedures.
- Maintains AbraHR records and compiles reports from database as needed.
- Participates in administrative staff meetings and attends other meetings and seminars.
- Helps to maintain the employee directory.
- Responsible for operational and technical personnel duties to include: employment application intake, computer entry and files maintenance.
- Makes copies and files forms and employee data.
- Responsible for maintenance of confidential personnel files and personnel actions.
- Maintains computer employee data information, answers telephones, and verifies employment status.
- Assists Human Resources Manager with employee/personnel projects and administration.
- Performs other related duties as required and assigned.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a High School diploma plus 3 years of Human Resources, Administration, or Office Support experience.

Required Skills

- Must possess the ability to communicate effectively both orally and in writing.
- Must have the ability to maintain confidentiality in daily operations.
- Must be able to conduct daily duties in a professional manner.
- Must be detailed oriented.
- Must be proficient in Microsoft Office to include, Excel and Word.
- Must be able to operate of a variety of office equipment and machines and alphanumeric filing systems.
- Must have good customer service and interpersonal abilities.
- Must possess proper English grammar, spelling and usage, and business math.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No.

DC Government – Office of the Chief Technology Officer PROJECT COORDINATOR

DC Government – Office of the Chief Technology Officer

CLIN: 001g	DATE REVISED 2/22/2006
JOB TITLE Project Coordinator	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Executive
REPORTS TO: Deputy CTO	SUPERVISES:

POSITION SUMMARY:

The Office of the Chief Technology Officer (OCTO) develops and enforces policies and standards for information technology in the District government. OCTO identifies where and how technology can systematically support the business processes of the District's 68 agencies. Agencies can draw on OCTO's expertise to get the most out of their technological investments. OCTO also assesses new and emerging technologies to determine their potential application to District programs and services. Finally, OCTO promotes the compatibility of computer and communications systems throughout the District government.

This Program Coordinator will work closely with the Deputy Chief Technology Officer for Tech City Development, assisting him in several technology projects including the construction of the Unified Communications Center, DC-NET and areas related to the E911 program. These duties will require that this person work in close contact with representatives across OCTO as well as other agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for scope definition and control, vendor negotiation, and competitive analysis.
- Analyze trends in the telecommunications industry that may provide opportunities to utilize the District Government's current infrastructure.
- Research telecommunications plans in surrounding municipalities for opportunities to utilize the District of Columbia's telecommunication's infrastructure.
- Identify stakeholders concerns and needs as utilization plans are developed.
- Interact with local, state and federal agencies, as well as private and community organizations, as plans for expansion are developed.
- Assesses project activities and assists the Project Manager and Deputy CTO in specific activities critical to the success of the project or other critical activities with in OCTO.

Supervisory Responsibilities

None

Qualification

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

A bachelor's degree, plus 5-10 years related experience.

Required Skills

- Knowledge of policies, procedures, standards, practices and trends in public administration, as well as the telecommunications industry.
- Knowledge of Federal, State or local finance procedures.
- Extensive knowledge of the current telecommunications network currently being deployed by the DC Government. (DC NET)
- Extensive knowledge of the current, and projected, data and telecommunications requirements for District Government Agencies.
- Ability to establish and maintain effective working relationships with customers, public and private officials, vendors and the general public.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No.

DC Government – Office of the Chief Technology Officer EXECUTIVE ASSISTANT

DC Government – Office of the Chief Technology Officer

CLIN: 001h/i	DATE REVISED 2/21/2006
JOB TITLE Executive Assistant	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations
REPORTS TO: Director, Operations	SUPERVISES: None

POSITION SUMMARY:

Provides administrative support to top-level executives, senior staff, technical managers and professional staff at DC-NET and The Office of the Chief Technology Officer (OCTO) under minimal supervision. Conducts and coordinates business activities responsibly and expeditiously. Manages extensive calendar and provide full administrative support. Ensures information is forwarded to the proper executives, departments, and agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support Executives in scheduling and organizing various appointments and events.
- Create and publish meeting minutes and organizational charts.
- Assists the Project Manager and Directors in preparation of presentations, reports and special projects.
- Maintain office and computer filing system.
- Records management handling sensitive information.
- Review and reply to incoming e-mail correspondence.
- Receive, screen, and distribute incoming mail and review and prepare outgoing correspondence.
- Work with various vendors and DC Government Agencies.
- Maintain Inbound and Outbound documentation.
- Research, maintain and update logistical documentation.
- Maintain supply budget. Monitor and order office supplies for DC-NET.
- Coordinates Purchase Requests for signature and payment.
- Interact with high-ranking officials from both the public and private sectors and other government agencies.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree and 10+ years of related experience.

Required Skills

- Must possess the ability to handle multiple tasks and work independently in a fast paced environment.
- Must possess a working knowledge of general business, government and corporate processes.
- Must possess excellent oral, written, and interpersonal skills.
- Must maintain a professional demeanor.
- Must possess the ability to handle confidential and sensitive information.
- Must have exceptional computer and document management skills.
- Must be proficient in MS Office 2000/XP, Excel, PowerPoint, Design Pro, Adobe, and Visio.
- Must have the ability to write, edit, and proofread.
- Must possess knowledge of records management and the ability to use initiative and resourcefulness in adapting these techniques.
- Must possess the ability to exercise high-level confidentiality and discretion.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/ Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
PLANNING, SCHEDULING & COORDINATION ANALYST**

DC Government – Office of the Chief Technology Officer

CLIN: 001j	DATE REVISED 05/25/2005
JOB TITLE Planning / Scheduling /Coordination Analyst	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations
REPORTS TO: Director of Operations	SUPERVISES: None

POSITION SUMMARY:

Performs project coordination and financial analysis. Liaison between project and executive management.

Business process flow improvement. Strategic financial planning for prospective locations of DC-NET.

Oversees contract and purchase order administration, scheduling, inspection, and quality.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Reports on day to day level to the Director of Operations.
- Liaison between the project and executive management. Monitored and reported project progress, presented and resolved active concerns at the weekly management review meetings and reviews the progress with its alignment with immediate & future goals.
- Performs strategic business analysis for prospective future locations at DC-NET based on ROI (Capital cost Vs Revenue projections)
- Coordinates and reports progress of Construction, Engineering, Operations and Voice Cut Over Departments.
- Prepares budgets, capital and operating cost estimates, cash flows, variances, and work break down structures.
- Participate in development and implementation of new businesses and coordinate presales meetings to review proposed plan and participate in final sales meetings. Provide sales analysis for promotional strategy.
- Assists management by coordinating activities of related engineering, procurement, construction, startup, and operations disciplines.
- Develops, maintains, and presents, timely financial status and progress reports to management and client representatives.
- Assists in the development and maintenance of integrated departmental schedules.
- Maintains and tracks purchase orders and contract commitments against code of accounts.
- Periodically visits field locations within the District to assess installation progress and quality.

Supervisory Responsibilities

- Provides management direction and counseling.
- Provides strategic direction to the Site Engineering Coordinator for unearthing new locations for DC-NET.
- Guides the database administrator to maintain the Internal Database.
- Coordinates the day to day activity profile of Inventory team of 4.
- Supervises clerical assistant and temporary staffing as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of an Engineering degree or equivalent from an accredited university and 3-5 years relevant experience. CPM scheduling with Primavera and /or Microsoft project experience a plus.

Required Skills

- Must possess advanced use of spread sheets and project controls software tools.
- Must have demonstrable skills with Microsoft Word, Excel, Visio, Outlook, and related personal computers tool.
- Experience with contract management tools and databases (eg ProLog) a plus.
- Must possess skills in negotiation, including listening and persuading.
- Must have the ability to demonstrate clear, concise, and precise writing of reports and letters.
- Must possess good written and verbal communications skills.
- Must have the ability to work in a team environment.
- Must be highly energetic, goal and results orientated.
- Must be a self starter with the ability to analyze, articulate, and solve problems.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

CLIN 002 - Engineering Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
002a	Chief Architect	Labor Hour	\$	\$	\$
002b*	Supervising Network Engineer	Labor Hour	\$	\$	\$
002c*	Overtime Rate for Supervising Network Engineer	Labor Hour	\$	\$	\$
002d	Senior Network Engineer -MPLS	Labor Hour	\$	\$	\$
002e	Overtime Rate for Senior Network Engineer - MPLS	Labor Hour	\$	\$	\$
002f*	Network Engineer- Tier 2	Labor Hour	\$	\$	\$
002g*	Overtime Rate for Network Engineer – Tier 2	Labor Hour	\$	\$	\$
002h*	Senior Voice Engineer	Labor Hour	\$	\$	\$
002i*	Overtime Rate for Senior Voice Engineer	Labor Hour	\$	\$	\$
002j*	Senior Network Engineer - Tier 3	Labor Hour	\$	\$	\$
002k*	Overtime Rate Senior Network – Tier 3	Labor Hour	\$	\$	\$
002l*	Tier 2 Avaya Cisco Network Engineer	Labor Hour	\$	\$	\$
002m	Overtime Rate for Tier 2 Avaya Cisco Network Engineer	Labor Hour	\$	\$	\$
002n	Assistant Network Engineer	Labor Hour	\$	\$	\$
002o	Overtime Rate for Assistant Network Engineer	Labor Hour	\$	\$	\$
002p	Network Consultant	Labor Hour	\$	\$	\$
002q	Overtime Rate for Network Consultant	Labor Hour	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

DC Government – Office of the Chief Technology Officer CHIEF ARCHITECT

DC Government – Office of the Chief Technology Officer

CLIN: 002a	DATE REVISED 1/10/2006
JOB TITLE Chief Architect	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: District Director Telecommunications	SUPERVISES: 3-8 Network Engineers

POSITION SUMMARY:

This position is intended to transition into Full-Time Employee status upon development of the independent telecommunications agency.

The Chief Architect supports planning and design of the DCNET network as well as forecasting the direction of DCNET in the future. This person handles the largest and most complex projects. The Chief Architect designs and directs the deployment of comprehensive, integrated network (voice/video/data) solutions in accordance with network technology best practices. He/she is the key technical leader, as DCNET works to implement and maintain a converged voice, video and data network.

The incumbent creates operational and strategic network policies and procedures in conjunction with other DCNET and OCTO technology groups; technology liaison/working groups like the Agency CTO's and District Agency Technology Coordinators (ATC); DCNET Vendor/Partners (Eg: Cisco, Avaya, Telecom Carriers....) and other District Agencies.

He/she is a formal technical expert for all network engineering with an in depth knowledge of how the DCNET network resources are applied to ensure compliance with the DCNET, OCTO and District of Columbia mission and goals. He/she supervises the DCNET engineering technology team, with a direct responsibility to provide oversight and input into the Engineers daily work assignments, as well as their yearly evaluations.

He/she and will be expected to present financial and technical presentations to the DCNET, OCTO and District Government leadership teams.

He/She will represent DCNET at District, Regional (NCR / MAX etc....) and National (NENA / Internet2) technology networking meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains high-level qualifications in specialized platforms such as Unix, NT or Linux in support of network services such as OpenView, DHCP and DNS, Firewalls/Security as well as voice telecommunication platforms such as Avaya, Nortel and Ericsson.
- Explores emergent technologies and evaluates when and where they can best be utilized by DCNET.
- Carries out complex cost/benefits analysis of new products; plans for the migration from current to future technologies; exchanges research data and procedures with other colleagues nationally to improve DCNET procedures and practices.

- Researches and tests new vendor/technology offerings impacting voice, video and data network connectivity (Intranet and Internet). Is responsible for educating the DCNET Engineering and Leadership teams on the technology solutions chosen.
- Must maintain an expert level understanding of the technology and performance capabilities of varied network hardware and media providers, and their products. Key decision maker/influencer regarding the appropriate network technology (and provider of the technology) with which DCNET will utilize to meet its technology mission and goals.
- Oversees network maintenance activities: Understands the complex details of vendor-specific tools (Openview, CiscoWorks, Avaya, MRTG, etc.); recommends how to extract the greatest benefit from technology investments; designs high-level service level standards for the statistical analysis of network performance; designs procedures that maximize the network quality of service; uses knowledge of pre-standard vendor-specific systems to recommend when to replace or upgrade technology.
- Analyzes and summarizes how various protocols will impact network reliability, performance and cost; can write standards and procedures that assure that DCNET utilizes the correct protocols; understands how given protocols are implemented on many different vendor hardware platforms.
- Represents DCNET at vendor, consortia and industry forums. Produces high-quality professional presentations; creates and maintains the highest levels of quality assurance in his/her work procedures; recommends or negotiates the technical and financial aspects of contracts or third-party agreements.
- Key technology decision maker regarding many large voice, video and data contracts
- Responsible for all District-wide network design and engineering, including integrated systems such as VoIP, wireless, etc. Technical expert for comprehensive network planning. Supervises/oversight of DCNET Network Engineering team to ensure successful compliance for all technology projects.
- Develops operational security practices and procedures that complement the OCTO Security Officers plans and policies; recommends security enforcement procedures that strike an appropriate balance between security needs and service goals; understands the details and complexities of the specific security products and platforms chosen by DCNET and their potential impact on the network environment.

Supervisory Responsibilities

Provides management direction and counseling. Supervises one Network Engineering Supervisor and a team of Network Engineers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree in Engineering, Computer Science or Telecommunications and 10-15 years of related experience. At least ten years of progressive responsibility in leading architectural or engineering teams, including at least two years of senior manager or director level management. This experience must have been in a local exchange or inter-exchange carrier; local exchange is preferred. Management of cable (copper or fiber) construction/maintenance, premise wiring and desk set installation.

Required Skills

- Must have experience in Project management methods and practices for planning, budgeting, scheduling, monitoring performance and evaluating results.
- Must possess experience in communications network engineering management, design and operational principles, practices, materials, costs, construction techniques, current trends, regulations, standards and equipment.
- Must possess knowledge of safety and environmental regulations, laws and practices governing operational activities and related potential employee, citizen and environmental effects and their mitigation.
- Must have management experience in budgeting, personnel, cost control and administrative practices and policies.
- Information technology and computer capabilities applicable to functional responsibilities.
- Must have the ability to convey technical issues to management and non-technical groups.
- Must have the ability to manage, direct and control the activities of subordinate supervisors and staff efforts to plan, assign, and coordinate the work of field, professional and technical subordinates.
- Must possess the ability to direct the application of federal, state and city laws, codes, standards and specifications applicable to the area of specialization.
- Must possess the ability to direct and review the preparation and interpretation of communication engineering and system design plans and specifications, codes, regulations and complex technical documents.
- Must be able to productively use e-mail and basic office productivity tools such as word processing, spreadsheets, and presentation software like MS PowerPoint.

Certificates, Licenses, Registrations, and/or Training

CCIE, CCNP or CCNA desired but not required.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Will perform mostly office work with occasional walking to on- and off-campus sites for meetings and to inspect network infrastructure. Will require travel to Technology training meetings and to consortium meetings.

He/she will carry a pager and may be required to work off-hours in support of a 7x24 network.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
SUPERVISOR NETWORK ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 002b/c	DATE REVISED 2/7/2006
JOB TITLE Supervisor Network Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Chief Architect	SUPERVISES: Network Engineers

POSITION SUMMARY:

The Supervisor will provide operations leadership for managing network systems and engineers during both start-up and ongoing operations for a new service provider. Responsibilities include but are not limited to; training, manage multiple projects, manage vendors, manage subcontractors, strong communication skills, self-motivated and able to supervise 5 to 10 people. The Supervisor will have to carry out complex assignments requiring the development of new and/or improved techniques and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- The Supervisor manages weekly timesheets, weekly status report, project management, and project assignments.
- Responsible for overall IP network design and Data Architecture.
- Responsible for SONET Architecture, RPR design, test and deployment.
- Responsible for IP/MPLS backbone provisioning.
- Responsible for troubleshooting Cisco Routers and Switches.
- Responsible for Voice and Data testing, turn up and cutover.
- Responsible for capacity planning, management and QOS deployment.
- Responsible for LAB testing and product development and deployment.
- Responsible for Tier-3 and day to day operational support.
- Responsible for providing support to customer support specialists with regards to company products and technology.

Supervisory Responsibilities

Provide management leadership and direction to Senior Engineers, Voice Engineers, Field Network Engineers and Optical Engineers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

BS in Mechanical, Electrical Engineering or related fields or equivalent with 5-10 years of related experience.

Required Skills

- Experience leading a team of technicians who have responsibility for configuring SONET services in a service provider network.
- Using a SONET provisioning system such as Cisco's CTM or equivalent.
- Able to defining network operation processes and procedures.
- Proficiency with TCP/IP technologies such as DHCP, SNMP, TFTP, FTP, HTTP, SMTP POP3, IPSec etc.
- Knowledge of structured cable design, installation including UTP, Coax, Fiber, etc.
- Knowledge of Ethernet, 802.11x, etc.
- Knowledge of network diagnostic tools, cable and fiber infrastructure, routers, switches, firewalls, CMTS and security.
- Provide 3-tier technical support and carry out complex assignments.
- Proficiency with LAN/WAN and high level IP routing and firewall implementations.

Certificates, Licenses, Registrations, and/or Training

Microsoft Certification
Project Management (PMP Certification preferred)
Cisco Certified, CCNA, CCDA, CCNP, CCIE preferred.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-call, after-hours, and holiday work may be required.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
SR. NETWORK ENGINEER - MPLS**

DC Government – Office of the Chief Technology Officer

CLIN: 002d/e	DATE REVISED 2/14/2006
JOB TITLE Senior Network Engineer-MPLS	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Supervisor Network Engineering	SUPERVISES: None

POSITION SUMMARY:

Manage the development and maintenance of network communications. Use knowledge of LAN/WAN systems to aid in the design, testing and construction of internal and external networks. Recommend, implement and maintain network architecture; test and evaluate network systems to eliminate problems and make improvements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Constructs Layer 3 implementations for new sites.
- Designs and tests MPLS VPN Architecture.
- Modifies and changes existing IP network.
- Designs customer connectivity.
- Performs MPLS, PGP and Optical Networking.
- Responsible for TCP/IP and Spanning tree Protocol.
- Configures Cisco Layer 3 cards on ONS hardware

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor of Science in Computer Science or Electrical Engineering or equivalent with 10-15 years of related experience. Knowledge of MPLS/VPN systems and optical metro Ethernet a plus.

REQUIRED SKILLS

- Hands on technical knowledge with Microsoft networks, LAN/WAN and high level IP routing and firewall implementations.
- Excellent communication and interpersonal skills.
- Person must be highly motivated and experienced in IP network design and theory.
- Person must have up to date hands on router skills and high level IP routing and firewall implementation.
- Person must have professional writing and network diagramming skills.
- Ability to quickly solve extremely complex problems relating to network connectivity and performance.

Certificates, Licenses, Registrations, and/or Training

CCIE or equivalent certifications and Cisco Optical Certification.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours 8:30am to 5:30pm, Monday-Friday. Some on-call, after hours and holiday work may be required.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
NETWORK ENGINEER TIER – 2**

DC Government – Office of the Chief Technology Officer

CLIN: 002f/g	DATE REVISED 10/26/05
JOB TITLE Network Engineer Tier-2 (2)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Manager Network Engineering	SUPERVISES: None

POSITION SUMMARY:

The Tier-2 Network Engineer will be responsible for the planning, design, deployment, support and operations of voice, data, local and Wide Area Networks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Executes Network components for backbone and customer premise sites.
- Implements and configures network infrastructure for customer connectivity.
- Implements and configures MPLS, MPBGP and Optical Networking.
- Supports implementation of TCP/IP and Spanning tree Protocol.
- Aids in the configuration ONS 15454 Ethernet Cards.
- Delivers full data services to customers.
- Provides support to the carrier for PRI connectivity, testing and acceptance.
- Initializes configuration of Avaya Telephony switching infrastructure devices.
- Conducts full site test and turn-up to include, IXIA software testing.
- Involved in FAT Factory Acceptance.
- Performs site acceptance tests and functionality testing.
- Trains Tier-1 Technicians on initial configuration of Network Devices.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required and/or desired. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

A Bachelor's of Science degree plus 7-10 years of related experience is required. Must have 4-5 years experience implementing Cisco 15454 Optical Network Devices. Hands-on experience in an OC-48 fiber ring environment is preferred.

Required Skills

- Must possess a working knowledge of and experience with Visio or CAD Cam work documentation and reporting tools.
- Must have significant skill with Fiber Optic Test Equipment such a Fiber dBm meter and OTDR.
- Must possess 5+ years of TCP/IP and general Network skills.
- Must have hands-on technical knowledge of Microsoft networks, LAN/WAN and high level IP routing and firewall implementations.
- Must display excellent communication and interpersonal skills.

Certificates, Licenses, Registrations, and/or Training

CCNA Certification or equivalent work experience.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to lift 100 lbs.
- Position may require overtime, on-call, or after hours work.

SECURITY SENSITIVE: National Background Check or equivalent.

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DC Government – Office of the Chief Technology Officer SENIOR VOICE ENGINEER

DC Government – Office of the Chief Technology Officer

CLIN: 002h/i	DATE REVISED 12/16/05
JOB TITLE Senior Voice Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Network Engineering Supervisor	SUPERVISES: None

POSITION SUMMARY:

Designs, engineers, and implements Avaya voice platforms onto DC-NET's data infrastructure. Interface and manage vendors and contractors. Performs traffic/capacity analysis. Assist in the writing and judging of RFP's/RFQ's. Develops and implement processes and forms. Engineers translations and port assignments in order to cut existing Verizon customers onto DC-NET's Voice Infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Engineers and configures Avaya Voice Network.
- Network diagrams and documentation.
- Develops and implements processes and forms.
- Interfaces with vendors and contractors.
- Interprets customer requirement into Implementation guidelines.
- Performs RFP/RFQ duties.
- Provides escalation support to DC-NET NOC.

Supervisory Responsibilities

None.

Qualification

To perform this job successfully, an individual must be detail oriented while retaining the "systems level" view of each project and the network. The individual must work well with others, as well as being a resourceful independent worker, and be able to multi-task in a fast paced environment.

Education and/or Experience

Must have a minimum of a 4-year degree plus 5-10 years experience designing telecommunications central office, hub/branch office, and customer premise equipment installations. Education beyond undergraduate degree and/or professional license desirable. AutoCAD experience is preferred.

Required Skills

- Must be knowledgeable, detail oriented, and able to work within tight deadlines.

Certificates, Licenses, Registrations, and/or Training

- Avaya S8710/8700/8500/8300/3400
- Avaya G650/700
- Avaya Communication Manager 2.X
- Avaya IP telephony
- Avaya Integrated Management Site Administration

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours 8:30am to 5:30pm, Monday-Friday. On-call, after-hours, and/or holiday work may be required.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
SENIOR NETWORK ENGINEER – TIER 3**

DC Government – Office of the Chief Technology Officer

CLIN: 002j/k	DATE REVISED 2/21/2006
JOB TITLE Senior Network Engineer- Tier 3	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Supervisor, Network Engineering	SUPERVISES: None

POSITION SUMMARY:

Aids DC-Net in the design, testing, documentation, and construction of complex IP networks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Constructs Layer 3 implementations for new sites.
- Designs and tests work for future deployments.
- Modifies existing IP networks.
- Documentation
- Mentors Operations staff.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

A minimum of a Bachelor's Degree with 5-10 years of related experience. Expertise in deployment of Cisco MPLS VPN networks is strongly desired.

Required Skills

- Must be highly motivated and experienced in IP network design and theory.
- Must possess knowledge of MPLS VPN systems and optical metro Ethernet a plus.
- Must have up-to-date hands on router skills.
- Must have professional writing and network diagramming skills.

Certificates, Licenses, Registrations, and/or Training

CCIE

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-call, after-hours and/or holiday work may be required.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
TIER 2 AVAYA/CISCO NETWORK ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 0021/m	DATE REVISED 11/14/2005
JOB TITLE Tier 2 Avaya/Cisco Network Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Network Engineering Supervisor	SUPERVISES: None

POSITION SUMMARY:

The Tier 2 Avaya/Cisco Network Engineer provides detailed voice equipment and network integration. The position shall be responsible for the specification, configuration, engineering and implementation of Avaya voice platforms onto DC-NET' s data IP infrastructure working closely with the Cisco SONET optical equipment, Cisco layer 2 and Layer 3 MPLS VPNS to integrate the Avaya PBX and Modular Messaging systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for voice system transport over the Cisco IP Network.
- Performs end to end trouble shooting and performance analysis of voice and network related traffic.
- Makes recommendations to management and system upgrades, patches, enhancements as required to meet the growing voice demands of DC-NET' s customer base.
- Designs, configures, implements, maintains and trouble shoots Avaya equipment, systems, software, trunking and network integration Installing and configuring Avaya 650' s.
- Produces Network Diagrams and documentation.
- Interprets customer requirements into Implementation guidelines.
- Provides escalation support to DC-NET NOC.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree in Computer Science, Engineering Management, Telecommunications or a related field and 3-5 years related experience. Must have Voice trunking and IP Data network integration experience. MPLS VPN and Cisco SONET Optical experience is desirable

Required Skills

- Person has to be detail oriented and able to work within tight deadlines.
- Must possess skill with Avaya S8700/8300/8500 voice switching platforms.
- Must possess skill with Avaya G650 and other similar voice gateways.
- Must possess skill with Avaya Communication Manager 2.X, 3.X.
- Must possess skill with Avaya Modular Messaging Systems.
- Must possess skill with Avaya IP telephony IP, Digital and ISDN.
- Must possess skill with IP Voice trunking.

Certificates, Licenses, Registrations, and/or Training

CCNA, CCNP or equivalent experience.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30-5:30, Monday-Friday.

On-Call, After and Holiday hours may be required.

SECURITY SENSITIVE: No.

**DC Government – Office of the Chief Technology Officer
ASSISTANT NETWORK ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 002n/o	DATE REVISED 05/25/2005
JOB TITLE Assistant Network Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Engineering Manager	SUPERVISES: None

POSITION SUMMARY:

Implements, configures, monitors, and designs the DCNET MPLS/VPN SONET Ring secure network infrastructure. Writes policy and procedures, as well as, configures and implements network devices such as routers, switches, ACS, VPN' s and VLANS. Performs daily network security administration task on the DCNET MPLS/VPN SONET Ring devices to include, Cisco 3550, 6509, and routers/switches, VPN' s, VLANS and the (ACS) Cisco' s Access Control System. Coordinates network assessments for vulnerabilities, internet content filtering, and firewall implementation. Identifies and reports the latest network viruses, vulnerabilities, and OS patches. Reviews network design changes from a security point of view.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, implements, and configures the MPLS/VPN SONET Ring secure network infrastructure design.
- Administers Security Vulnerabilities research and assessment for the network environment.
- Coordinates with all network vendors to arrange product testing.
- Plans the configuration and implementation of all network devices such as IDS, Firewalls, VPN' s and VLANS.
- Investigates non-government, unauthorized network access activity with multiple network security tools to include Sam Spade, NMap, telnet, ping, ftp, traceroute, http and Yaps.
- Identifies and implements network security solutions.
- Creates weekly and daily IDS reports of any potentially harmful internet attacks, alerts, and events against government networks.
- Informs IT staff of new vulnerabilities, viruses, OS patches, and updates.
- Writes Standard Operating Procedure documentation.
- Performs systems backup for the IDS network infrastructure.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associates Degree or 2-year College equivalent in Network Engineering or a closely related field. Must have 5-10 years related experience. MPLS/VPN knowledge is not preferred but not required.

Required Skills

- Must possess knowledge of the Proventia Appliance Network Sensor.
- Must have knowledge of Site Protector, Application Server, Sensor Controller, Event collector, and the ISS Real Secure Site Database Intrusion Detection System (IDS).
- Must possess the ability to run network and hosts scan.
- Must possess the ability to analyze data collected by the Event Collector.
- Must possess a strong computer knowledge, skills, and abilities.

Certificates, Licenses, Registrations, and/or Training

CCNA

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job may require work in manholes and steam tunnels

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer NETWORK CONSULTANT

DC Government – Office of the Chief Technology Officer

CLIN: 002p/q	DATE REVISED 2/16/2006
JOB TITLE Network Consultant	JOB CODE
Position will not be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: Chief Architect	SUPERVISES: None

POSITION SUMMARY:

Provide operations leadership for managing IP and SONET-based services during both start-up and ongoing operations for a new service provider network. This position assists with analysis, implementation, management, and support of multi-vendor voice over IP system solutions including multi-service infrastructure using Avaya S8700 & Cisco network equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports Service Delivery processes (i.e., Order Management, Service Engineering, and Network Provisioning) for SONET equipment using Cisco's Transport Management (CTM) system.
- Manages QoS processes (i.e., Customer QoS/SLA Management, Service Quality Management, and Network Performance Management) for SONET-based services to ensure that the quality of services being provided meets customer SLAs.
- Oversees Inventory (i.e., Service and Network) processes for SONET services.
- Service Cutover processes for new customers.
- Administers trouble handling (i.e., Customer Problem Handling, Service Problem Resolution, and Network Surveillance/Monitoring) processes for IP, SONET, and power equipment using HP OpenView.
- Coordinates with the IP Provisioning Lead (who will have responsibility for provisioning the IP-based services to ensure end-to-end service).
- Coordinates with a WAN group to ensure end-to-end data service.
- Provides on-call service during off-hours to remotely respond to an emergency to:

Supervisory Responsibilities

N/A

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor of Science or equivalent with 5-10 years of related experience.

Required Skills

- 10 to 15 years of job-related experience in highly technical design/implementation.
 - Cisco Certified Internetwork Expert
 - HP OpenView certified in network management
 - Large scale QoS design background
 - Clear, concise and precise writing of reports and letters
 - Good written and verbal communications skills
 - Self starter with the ability to analyze, articulate and solve problems
 - Multiple IP Telephony certifications required.
 - Experience with traditional PBXs (Avaya, Nortel, etc) and call centers a plus.
- Thorough and in-depth understanding of TCP/IP, OSPF, BGP, IEEE 802.3, MPLS, VLAN switching, GRE -tunnels, IP-VPN, Firewalls, VoIP, DNS.

Certificates, Licenses, Registrations, and/or Training

Cisco

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

CLIN 003 - Finance Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
003a	Sr. Manager of Finance	Labor Hour	\$	\$	\$
003b	Accounting Analyst	Labor Hour	\$	\$	\$
003c	Accounting Manager	Labor Hour	\$	\$	\$
003d	Account Specialist	Labor Hour	\$	\$	\$
003e	Overtime Rate for Account Specialist	Labor Hour	\$	\$	\$
003f	Revenue Analyst	Labor Hour	\$	\$	\$
003g	Telecom Billing Analyst	Labor Hour	\$	\$	\$

- **Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

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**DC Government – Office of the Chief Technology Officer
SR. MANAGER OF FINACE**

DC Government – Office of the Chief Technology Officer

CLIN: 003a	DATE REVISED 10/25//2005
JOB TITLE Senior Manager, Finance	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Finance/Billing & Accounting
REPORTS TO: District Director Telecommunications	SUPERVISES: 2-4 Finance, Billing & Accounting Analysts

POSITION SUMMARY:

Manages and oversees all of the following financial and accounting functions: general accounting, fiscal close, payroll, treasury, budget, financial reporting, chart of accounts, fixed assets, financial statement preparation, accounts payable, receivable management, forecasting and budgeting, billing operations, collections, cost accounting, audit assessments, carrier settlements, and ensure compliance with all accounting control standards. Manages the development of all accounting and financial policies and procedures to secure agency's use and management of assets/capital. Familiar with a wide variety of field's concepts, practices and procedures. Manages and oversees all financial analyses, business cases and other statistical studies. Works closely with all functional heads to ensure accurate and timely delivery of all invoices and resolution of all agency disputes. Candidate will also manage the development of all budgets, financial forecasts, variance analyses and preparation of all executive reports.

Relies on extensive experience and judgment to plan and accomplish goals. Must possess excellent analytical skills, be a self-starter with good judgment and integrity, highly motivated, and dependable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees the management of the agency's general ledger, which is the fundamental mechanism for the recording of all accounting and financial information.
- Acts as the key interface for the board, DC Government and other agencies for monthly and annual financial close and related issues.
- Oversees the agency's billing operations, cash controls and treasury functions.
- Develops and maintains the agency's system of internal financial controls for annual operating costs.
- Manages all forecasting and budget activities
- Develops and provides ongoing training and development opportunities for staff
- Creates the structure and processes necessary to manage the organization's current activities and its projected growth to include:
 - Manages the day-to-day financial operations of accounting
 - A/P and A/R Management
 - Project finance, contract support/management

- Full preparation of month-end and year-end closings
- Account reconciliation, and financial statement preparation
- Provide assistance for financial audits
- Provide annual budgets, monthly forecasts and actual to budget variance
- Prepare cash flow management reports
- Work directly with client management teams to forecast and monitor results
- Serves as the key resource responsible for emerging and expanding agency' s fiscal compliance role.
- Oversees the process for business review of contracts. Assures all agency contracts meet requirements.
- Acts as the key advisor to the agency Director and staff on a wide range of fiscal and business issues.
- Performs other duties as assigned.

Supervisory Responsibilities

Oversees team members from general accounting, billing operations and finance.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor' s degree in Finance or Accounting required; Master' s degree preferred.
Telecommunications financial operations experience a plus. Seven to ten years of progressively more responsible accounting, finance, audit and related work activities.

Required Skills

- Minimum seven to ten years progressive finance and accounting experience.
- Minimum seven to ten years management experience.
- Excellent computer skills.
- High level of attention to detail.
- Ability to work independently and with all levels of management.
- Excellent written and verbal skills.
- Must be comfortable working in a fast paced unstructured environment.
- Superior technical, analytical and interpersonal skills required.
- Strong financial and analytical skills.
- Solid interpersonal, facilitation, communication and presentation skills.
- Ability to energize others, perceives change as opportunity.
- Demonstrated customer focus.
- Self starter with tenacious approach to deliverables.
- Strong problem solving skills.

Certificates, Licenses, Registrations, and/or Training

CPA

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
ACCOUNTING ANALYST**

DC Government – Office of the Chief Technology Officer

CLIN: 003b	DATE REVISED 2/7/2006
JOB TITLE Accounting Analyst	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Billing & Accounting
REPORTS TO: Account Manager	SUPERVISES: None

POSITION SUMMARY

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Performs routine accounting tasks in support of an accounting unit, posting of journal entries, verifying and reconciling input to a financial reporting system, processing payments, and/or assisting in preparation of billings and other financial reports.
- Responds to inquiries and contacts other departments and/or vendors to resolve a variety of problems.
- Assists in performance of various duties as required by the management team.
- Assists in administering the accounts payable & accounts receivable functions.
- Posts and balances general & subsidiary ledgers.
- Reconciles cash accounts.
- Assists in monthly and year end closings.
- Reconciles various expenditure reports to source documents.
- Distributes and files financial documents and reports.
- Oversees all document management processes to include, reviewing for accuracy, coding, and logging.
- Matches supporting invoices to procurement documents and verifies invoices for payment.
- Prepares routine entries and posts financial transactions.
- Reconciles entries and internal ledgers to financial reporting system reports.
- Researches processing problems, contacts departments and vendors to resolve problems and expedite payment, and responds to inquiries by telephone or in writing.
- Handles and prepares entries for cash and cash related transactions.
- Assists in preparation of financial statements such as billings, budgets, and cost reports.
- Performs frequent asset reconciliation of Remedy to FASGOV (MAS500).
- Distributes reviews, calculates, and processes payroll time sheets and employment documents.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education and/or Experience

Bachelor' s degree in Accounting or Business preferred. Possess 3-5 years of Accounting, Customer Support, Vendor Management, and Project Management experience.

Required Skills

- Must be familiar with accounting concepts, software, and procedures, including filing accounting records, accounts payable, accounts receivable, procurement, check processing, data entry and cash applications.
- Must possess knowledge of Remedy, MSPS and MAS500 systems.
- Must be proficient in Microsoft suite apps e.g. Excel, Word, Access, and Telecom Exchange
- Must possess excellent data review and analytical skills.
- Must possess good communication and interpersonal abilities.
- Must be able to work independently with minimal supervision and within a team

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer ACCOUNTING MANAGER

DC Government – Office of the Chief Technology Officer

CLIN: 003c	DATE REVISED 8/1/2005
JOB TITLE Accounting Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Billing & Accounting
REPORTS TO: Director of Finance	SUPERVISES: 2 Accounting Clerks

POSITION SUMMARY:

Incumbent will manage, supervise and coordinate the programs and activities of the Accounting Department including General Accounting, accounts payables, accounts receivables, day to day accounting operations of the "Agency," coordinating and management of the monthly and other scheduled fiscal closes, financial statement preparation, payroll management, and cash management. Responsible for maintaining accurate records of earnings, profits, cash balance and other financial results including the chart of accounts, general and subsidiary ledgers.

Responsible for directing an organization's accounting functions. These functions include establishing and maintaining the organization's accounting principles, practices, procedures, and initiatives. Prepares financial reports and presents findings and recommendations to Director, demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others, responsible for the employment, training, motivation and evaluation of assigned employees. A wide degree of creativity and latitude is expected. Typically reports to top financial officer or CEO.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages the monthly fiscal close, the review of all accounting transactions and ensures GAAP compliance.
- Prepares all financial statements and reviews all journal entries impacting the general ledger.
- Ensures that all internal controls are in place and functioning in our financial systems and processes.
- Interfaces with the billing and care teams on all aspects of receivable management, establish authorization schedules for approving customer adjustments and other expense controls.
- Produces monthly and on demand financial reports and analyses.
- Serves as liaison for the agency with other city departments, negotiates plans and coordinates agency response as required, and resolves sensitive and controversial issues.
- Documents and maintains all accounting policies and procedures and manages all change management requirements for the general ledger/system.
- Responsible for preparing bank reconciliations, fixed asset control, depreciation and accrual computation, Accounts Receivable and Accounts Payable management.
- Supervises two accounting analysts.

- Coordinates and assigns activities with other departments (internal and external) and agencies to provide highly responsible and complex administrative support to the Director of Finance.
- Assists the Director in managing and responding to all executive ad-hoc requests/initiatives as determined by the Director.
- Assists in all audit support processes/efforts.

Supervisory Responsibilities

Provides management direction and counseling to 2 Accounting Clerks.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree in Accounting or a related field and 5-7 years of experience.

Required Skills

- Ability to meet deadlines, prioritize objectives and multi-task.
- Must possess a minimum of 5-7 years of GL experience
- Must be expert in GAAP accounting and financial/balance sheet analysis
- Proficient in all facets of accounting including A/P, A/R, forecasting and budgeting.
- Proficient with Microsoft Office Applications (Word, Excel, Access) and financial systems.
- Possess strong written and verbal communication skills.
- Strong leadership, detail oriented and excellent interpersonal skills.
- A team player, self starter, and an independent thinker.
- Knowledge of MAS500, Prolog, PASS, and Remedy is a plus.
- Must possess adequate project management skills.
- Strong analytical and problem-solving skills.

Certificates, Licenses, Registrations, and/or Training

CPA preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer ACCOUNT SPECIALIST

DC Government – Office of the Chief Technology Officer

CLIN: 003d/e	DATE REVISED 5/25/05
JOB TITLE Accounts Specialist	JOB CODE
Contract position.	UNIT/DEPARTMENT Finance
REPORTS TO: Accounting Manager / Procurement Manager	SUPERVISES: None

POSITION SUMMARY:

The account specialist position will be responsible for a variety of daily activities relating to contracts, vendor management, aged accounts payable analyses, program management liaison, and procurement including performance of invoices process daily. Incumbent will also maintain the project financials in the Prolog Database and escalate/research any vendor payment that is outside of OCTO defined payment intervals and manage other ad-hoc and administrative requests defined by the accounting or procurement manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares the accounts payable aged analysis reports for OCTO PMO & coordinates and reconciles the accounts receivable revenue journals into the general ledger from MSPS (Billing).
- Prepares routine journal entries, posts transactions, and researches accounting exceptions in Prolog and SOAR while balancing the general and subsidiary ledgers to financial reporting system reports.
- Handles cash and cash related transactions, prepares cash entries. Reconciles cash accounts.
- Reconciles various expenditure reports to source documents and cost causer; distributes and files financial documents and reports.
- Sorts documents; reviews all documents for accuracy, codes and logs them into the systems for approval and payment; matches supporting invoices to procurement documents.
- Researches invoice processing problems. Contacts departments and vendors to resolve
- Pre-defines invoice issues/problems in order to expedite payment.
- Responds to vendor/OCTO PMO inquiries by telephone or in writing; troubleshoots complex problems by consulting necessary vendors and team members to resolve the situation and establish criteria to prevent future complications.
- Maintains records relating to all DC–Net procurements including both electronic and paper files.
- Updates DC NET accruals spreadsheet weekly and submits weekly aging reports containing the payment status and any comments on individual invoices.
- Assists Contracts Manager, extensively, in tracking and managing hundreds of different purchase orders daily.
- Performs contracts management procedures including:
 - Filing and researching necessary supporting documentation
 - Apprise other DC-Net personnel about Purchase order or contract activities that concern them.
 - Work with appropriate personnel in various OCTO agencies to facilitate contract activity including procurements and invoice approval and payments.

- Operates several automated systems crucial to successful contracts management including the PASS System and Prolog when necessary.
- Communicates with vendors regarding issues surrounding contracts, invoices and/or proposals.
- Takes a pro-active role in solving problems and working to improve existing inefficiencies in the invoice and accrual reporting processes.
- Performs certain administrative support functions such as copying, filing, and distributing documents, as is required while performing the above duties.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor Degree in Accounting plus 3-5 years experience in a relevant work environment. Must have background with Microsoft Office applications including Outlook, Excel, PowerPoint and Word. Knowledge of Prolog and MAS500 a plus.

Required Skills

- Must be familiar with GAAP principles

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer REVENUE ANALYST

DC Government – Office of the Chief Technology Officer

CLIN: 003f	DATE REVISED 3/8/2005
JOB TITLE Revenue Analyst	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Business and Finance
REPORTS TO: Director of Finance	SUPERVISES:

POSITION SUMMARY

Responsible for financial planning, modeling, budget development, forecasts, financial analysis and reporting, monitoring trends, developing performance metrics, evaluating economic outlook, developing diagnostics to analyze financial operations and supporting the overall DC-NET business strategy. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Conducts cost schedule, variance and risk analysis. Identifies trends and developments in competitive environments and presents findings to management. Performs financial forecasting and reconciliation of internal accounts. Also develops and supports business models and tools to aid in the decision making process. A wide degree of creativity and latitude is expected. Relies on experience and judgment to plan and accomplish goals. Manages financial analyst and will assist the Director in responding to all executive ad-hoc

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs any combination of the following duties according to specific departmental guidelines:

1. The financial Analyst will report to the Director of Finance and be primarily responsible for financial planning, reporting and analysis, budget development, financial forecasts, decision support, business case analysis, project management; ensuring the integrity and consistency of operational expense reporting and analysis.
2. Budgeting/Forecasting: Support Agency wide budgeting and forecasting process.
3. Project Costs: Own integrity of project(s) cost data gathering, review and analysis (Internal & external spending).
4. Interact extensively with all department heads to provide financial guidelines.
5. Reviews operating budgets periodically to analyze trends affecting the financial plan.
6. Reporting: produce monthly and quarterly reports, with applicable commentary, perform variance analysis on actual vs. budget/forecast.
7. Business Reviews: provide financial support for the business case review process, executive reviews and any special projects. This includes the establishment of key decision criteria and the interpretation of data against these criteria.
8. Assists in recording, classifying and summarizing financial transactions.
9. Performs statistical, cost, and financial analysis of data reported in the various financial systems.
10. Assists in the extraction and analysis of financial data from various financial information Systems and develop financial reports for forecasting, trending, and results analysis.

11. Reviews costs and performs cost benefit analysis related to projects and/or programs.
12. Interfaces with the billing team on all aspects of receivable management and establishes expense controls.
13. Performs unique job responsibilities to include educating all levels of management on key financial metrics and trends, identifying cost efficiencies, partnering with key managers on a project by project basis, and enabling better decision making through proactive business analysis.

Supervisory Responsibilities

None

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelors Degree required in Finance, Business Administration or related field and 5-7 years experience.

Required Skills

- Must possess excellent communication, organizational, interpersonal and analytical skills.
- Must possess knowledge of OSS; MSPS RTS & MAS 500.
- Must possess experience in budget creation and implementation.
- Must be detailed oriented.
- Must possess the ability to multi-task.
- Must be proficient at Microsoft applications: e.g. Excel spreadsheets and Word.
- Must possess excellent analytical skills.
- Must possess strong organizational and communication skills.
- Must possess the ability to work under pressure and meet deadlines.
- Must possess the ability to work independently with minimal supervision and within a team.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
TELECOM BILLING ANALYST**

DC Government – Office of the Chief Technology Officer

CLIN: 003g	DATE REVISED 2/17/2006
JOB TITLE Telecom Billing Analyst	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Billing & Accounting
REPORTS TO: Manager, Billing Operations	SUPERVISES: None

POSITION SUMMARY:

Responsible for the analysis of monthly revenue trends and explanation of any variances. Works with other departments on analysis of efficiency problems and project manages the process improvements and implementation. Performs monthly analysis on revenue streams to ensure billing for all services provided. Maximizes revenue opportunities and cost savings by creating efficiencies and reducing calls into call center. Interfaces with customers, internal organizations, and external vendors to ensure accurate and timely billing, dispute resolution, and payment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares and validates all customer invoices.
- Investigates, analyzes, and resolves all invoice and billing discrepancies that arise during the transition of telecommunications carrier services.
- Assists customers and internal organizations to resolve all billing disputes.
- Creates monthly reports on billing timeliness and accuracy.
- Maintains all customer billing records and controls.
- Maintains a database of telecom inventory and revenue.
- Maintains product catalog and pricing tables in the billing system.
- Interfaces between departments OFRM/OCTO /Agencies on billing issues to clarify billing information as needed.
- Assists with maintaining A/R ledger and ageing processes.
- Collects requirements for the billing system.
- Provides customers with required cost analysis.
- Performs audit activities to maximize revenue stream by monitoring and analyzing financial information associated with TIPP and upstream Order Databases.
- Reviews exception reports, inspect invoices for clarity and accuracy, and analyzes billing cycle finances.
- Performs monthly billing duties by reviewing and trending payment/lockbox reconciliation, adjustments, and reviews all invoice entries for accuracy.
- Maintains and enhances reporting processes to analyze monthly revenue variations and provides revenue and cost saving recommendations to all levels of management.

- Act as a System and Care billing liaison for internal customers in order to correct revenue impacting issues and eliminate future risk.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associates degree required in Accounting, Business or related field. Bachelor's degree preferred. **2-3+** years related billing analyst experience within the telecom exchange industry required.

Required Skills

- Must possess excellent communication, organizational, interpersonal and analytical skills.
- Must possess knowledge of OSS; MSPS RTS & MAS 500.
- Must possess knowledge of the entire order to bill process.
- Must be detailed oriented.
- Must possess the ability to multi-task.
- Must be proficient at Microsoft applications: e.g. Excel spreadsheets and Word.
- Must possess excellent analytical skills.
- Must possess strong organizational and communication skills.
- Must possess the ability to work under pressure and meet deadlines.
- Must possess the ability to work independently with minimal supervision and within a team.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

CLIN 004 - Network Construction Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
004a	ISP-OSP Design and Construction Manager	Labor Hour	\$	\$	\$
004b*	Construction Inspector	Labor Hour	\$	\$	\$
004c*	Overtime Rate for Construction Inspector	Labor Hour	\$	\$	\$
004d*	Fiber & Copper Splicer	Labor Hour	\$	\$	\$
004e*	Overtime Rate for Fiber & Copper Splicer	Labor Hour	\$	\$	\$
004f*	Senior Fiber and Copper Splicer	Labor Hour	\$	\$	\$
004g*	Overtime Rate for Senior Fiber and Copper Splicer	Labor Hour	\$	\$	\$
004h	Technical Administrative Assistant	Labor Hour	\$	\$	\$
004i	Engineering Staff Assistant	Labor Hour	\$	\$	\$
004j	Overtime Rate for Engineering Staff Assistant	Labor Hour	\$	\$	\$
004k	AutoCAD Engineer	Labor Hour	\$	\$	\$
004l	AutoCAD Operator	Labor Hour	\$	\$	\$
004m	ISP-OSP Design Engineer	Labor Hour	\$	\$	\$
004n	Power & ISP Engineering Manager	Labor Hour	\$	\$	\$
004o	Supervisor Engineering Records	Labor Hour	\$	\$	\$
004p	Overtime rate for Supervisor Engineering Records	Labor Hour	\$	\$	\$

- **Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

**DC Government – Office of the Chief Technology Officer
ISP-OSP DESIGN & CONSTRUCTION MANAGER**

DC Government – Office of the Chief Technology Officer

CLIN: 004a	DATE REVISED 2/22/2006
JOB TITLE ISP/OSP Design & Construction Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Construction
REPORTS TO: Director of Operations	SUPERVISES: 8-10 Cable Splicers and Technical Assistants

POSITION SUMMARY:

The ISP/OSP Design & Construction Manager will be responsible to design the entire network from the initial planning of the routes to the installation of the voice equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- REVIEW RECORDS - Review existing Verizon, Comcast and DC owned aerial and underground records.
- CHOSE SITES - Based on geographic location chose a series of buildings in order to create a fiber Sonet loop.
- DETERMINE ROUTE - After reviewing the aerial and underground records determine a fiber route to include all of the buildings on the loop.
- ISSUE MANHOLE SURVEY - Issue a work print to the contractors to survey the path for accuracy. Their work is monitored daily by the manager
- ISSUE WORK PRINT - Once the path has been established issue a work print to place the fiber cable between locations.
- VISIT SITE - Do a site survey at each location to determine location of telephone room, electrical transformer and path of service entrance fiber.
- ISSUE SITE WORK PRINT - Design ISP job to include rack layout, electrical needs, electronic requirements and half tap information.
- COORDINATION - Coordinate with construction the scheduling of jobs.
- COORDINATION - Coordinate with DDOT when a street cut is required (a conduit job)
- PERMIT – fill out the necessary paper work to have a permit issued when a conduit job is required
- QUALITY INSPECT - Review the jobs that are issued by the engineering assistants for accuracy
- PRODUCT SELECTION - Help in the review and selection of products that are to be used
- MAINTENANCE - Assist in the location of outages, maintenance troubles
- JOB PRICING – figure the cost of each job before it is issued

Supervisory Responsibilities

Provide management direction and counseling to my direct reports, engineering assistances and engineering administrative clerks.

Qualification

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

A Bachelor's and a minimum of 7 years as a cable splicing technician with aerial and underground experience. Minimum of 5 years as an engineering assistant.

Required Skills

- Must have experience leading a team of technicians who have the responsibility for designing and building a copper and fiber network.
- Understand how to plan and schedule work in order to meet cut over dates

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Some on-call, after-hours and/or holiday work may be required.

SECURITY SENSITIVE: No

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DC Government – Office of the Chief Technology Officer CONSTRUCTION INSPECTOR

DC Government – Office of the Chief Technology Officer

CLIN: 004b/c	DATE REVISED 2/23/2006
JOB TITLE Construction Inspector	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Construction
REPORTS TO: ISP/OSP Design & Construction Manager	SUPERVISES: None

POSITION SUMMARY:

Provides quality assurance. Works with contractor(s) on a daily basis in the field to resolve issues, assist in scheduling, note / make changes to the scope of work, meet with property management (on-site), and report daily on the progress at each work-site. Designs the ISP and OSP cable pathways. Verifies OSP as-builds.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Inspection**- Insures the proper work practices and installation of EMT, Fiber-optic cables (ISP and OSP), relay-racks, ladder-racks, pathways, road construction and restoration, electrical and grounding installation.
- **Instruction**- Works with contractors (sub-contractors) to ensure that they understand the proper installation and construction practices required by DCNet.
- **Scheduling**- Scheduling with the property owners and on-site contacts, contractors, material supply personnel, and other DCNet crews to ensure deadlines are met.
- **Supplying**- Tracking of materials to be used and the current balances still available. Delivers sensitive materials to the contractor at the time of installation.
- **Engineering** – Helps plan underground and aerial fiber routes. Verifies as-built drawings and then transfers the documentation onto the GIS maps
- **Documentation** - Tracks and documents the daily time sheet from our contractors

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of a High School diploma with 5-7 years of technical experience in the commercial telecommunication/ construction / engineering field.

Required Skills

- Person must be highly motivated and experienced in ISP and OSP network design and theory.
- Knowledge of existing cable routes is required.
- Person must have splicing and engineering background and possess mechanical aptitude skills.
- Computer skills needed are experience with Microsoft Excel, Ms Word, Ms Outlook, Ms Project, Ms Visio, AutoCAD, and Stellar-RAD.

Certificates, Licenses, Registrations, and/or Training

- ETA Certified Fiber Optics Installer
- Certified Electronic Security Alarm Installer
- Inter-tel GLX-Plus- Digital telephones
- Valcom Paging Systems Certification
- Interactive Technologies Wireless Security Products
- Extensive Commercial Construction Experience

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities.

Job requires work in manholes and steam tunnels and exposure to dirt, fumes, excessive heat during field work. Job requires work on highly trafficked streets, close and confined spaces, and potentially dangerous neighborhoods during site surveys and fiber outage repairs. Job requires the ability to do heavy lifting when needed.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
FIBER & COPPER SPLICER**

DC Government – Office of the Chief Technology Officer

CLIN: 004d/e	DATE REVISED 2/22/2006
JOB TITLE Fiber and Copper Splicer (3)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Construction
REPORTS TO: ISP/OSP Design & Construction Manager	SUPERVISES: None

POSITION SUMMARY:

Manages all fiber splicing activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs splicing operations in connection with the installation, rearrangement, and repair of outside plant facilities. This includes cable, wire, terminals, loop carrier electronics and light guide facilities which may be aloft, underground, or buried.
- Locates and clears troubles in outside plant facilities.
- Reads and interprets engineering plans and interacting with the Engineering Group.
- Operates hydraulic aerial lifts (buckets).
- Reads and interprets vendor specifications for optic and electronic equipment.
- Promotes the sale of services and products which the company is permitted to provide.
- Making face-to-face customer contacts and communicating with customers on work performed.
- Uses test equipment for splicing and repairing fiber optics and digital carrier systems.
- Installs repairs and maintains inside cables, wires and plug-in equipment to connect telecommunication systems and equipment, including dark fiber and fiber.
- Receives work assignments from supervisor, other designated employees or a Craft Access System (CAS).
- Completes all related administrative paperwork, time sheets, BARRS update, etc.
- Identifies data base discrepancies by performing proactive preventive maintenance and providing corrected information to appropriate individuals.
- Identifies and meeting individual customer requirements on provisioning and/or repair contacts.
- Performs additional duties and tasks as required by the Company.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have an Associates Degree and 3-5 years related experience. Knowledge of existing cable routes is a plus.

Required Skills

- Must possess knowledge of GN Nettest CMA 5000 OTDR, GN Nettest Software for trace, Sumitomo Single Fusion Splicer, and Noyes Power Meters and Software.
- Must be highly motivated and experienced in ISP & OSP network design and theory.
- Must have splicing background and possess mechanical aptitude skills.

Certificates, Licenses, Registrations, and/or Training

Must have a Commercial Drivers License (CDL).

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job requires work in manholes, aerials and steam tunnels, and exposure to dirt, fumes, excessive heat during field work. Job entails work on highly trafficked streets, close and confined spaces, and potentially dangerous neighborhoods during site surveys and fiber outage repairs.

Must meet Bell Atlantic medical standards for the job. Must meet weight restriction to comply with OSHA/Company safety standards. Ability to perceive differences in wire and cable colors. Where a Commercial Driver's License (CDL) is required, the applicant must pass an alcohol and drug test.

Willingness to work any days and any tours, outdoors in any type of weather. Normally involves day, evening, and night assignments, including weekends and holidays. Overtime and emergency call-outs will be required. May include shift work - 4 to 12, 12 to 8, etc. Must follow established safety practices and guidelines. Adheres to strict regulations and procedures for the security of Company property and funds.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
SENIOR FIBER & COPPER SPLICER**

DC Government – Office of the Chief Technology Officer

CLIN: 004f/g	DATE REVISED 2/22/2006
JOB TITLE Senior Fiber and Copper Splicer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Construction
REPORTS TO: ISP/OSP Design & Construction Manager	SUPERVISES: None

POSITION SUMMARY:

Manages all fiber splicing activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs splicing operations in connection with the installation, rearrangement, and repair of outside plant facilities. This includes cable, wire, terminals, loop carrier electronics and light guide facilities which may be aloft, underground, or buried.
- Locates and clears troubles in outside plant facilities.
- Reads and interprets engineering plans and interacting with the Engineering Group.
- Operates hydraulic aerial lifts (buckets).
- Reads and interprets vendor specifications for optic and electronic equipment.
- Promotes the sale of services and products which the company is permitted to provide.
- Making face-to-face customer contacts and communicating with customers on work performed.
- Uses test equipment for splicing and repairing fiber optics and digital carrier systems.
- Installs repairs and maintains inside cables, wires and plug-in equipment to connect telecommunication systems and equipment, including dark fiber and fiber.
- Receives work assignments from supervisor, other designated employees or a Craft Access System (CAS).
- Completes all related administrative paperwork, time sheets, BARRS update, etc.
- Identifies data base discrepancies by performing proactive preventive maintenance and providing corrected information to appropriate individuals.
- Identifies and meeting individual customer requirements on provisioning and/or repair contacts.
- Performs additional duties and tasks as required by the Company.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have an Associates Degree and 15 years related experience. Knowledge of existing cable routes is a plus.

Required Skills

- Must possess knowledge of GN Nettest CMA 5000 OTDR, GN Nettest Software for trace, Sumitomo Single Fusion Splicer, and Noyes Power Meters and Software.
- Must be highly motivated and experienced in ISP & OSP network design and theory.
- Must have splicing background and possess mechanical aptitude skills.

Certificates, Licenses, Registrations, and/or Training

Must have a Commercial Drivers License (CDL).

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job requires work in manholes, aerials and steam tunnels, and exposure to dirt, fumes, excessive heat during field work. Job entails work on highly trafficked streets, close and confined spaces, and potentially dangerous neighborhoods during site surveys and fiber outage repairs.

Must meet Bell Atlantic medical standards for the job. Must meet weight restriction to comply with OSHA/Company safety standards. Ability to perceive differences in wire and cable colors. Where a Commercial Driver's License (CDL) is required, the applicant must pass an alcohol and drug test.

Willingness to work any days and any tours, outdoors in any type of weather. Normally involves day, evening, and night assignments, including weekends and holidays. Overtime and emergency call-outs will be required. May include shift work - 4 to 12, 12 to 8, etc. Must follow established safety practices and guidelines. Adheres to strict regulations and procedures for the security of Company property and funds.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
TECHNICAL ADMINSTRATIVE ASSISTANT**

DC Government – Office of the Chief Technology Officer

CLIN: 004h	DATE REVISED 02/17/2005
JOB TITLE Technical Administration Assistant	JOB CODE
Position will be transferred to the new telecommunications agency.	UNIT/DEPARTMENT Network Engineering
REPORTS TO: ISP/OSP Design & Construction Manager	SUPERVISES: None

POSITION SUMMARY:

Provides administrative support to top-level executives, senior staff, technical managers and professional staff at DC-NET and The Office of the Chief Technology Officer (OCTO) under minimal supervision. Conducts and coordinates business activities responsibly and expeditiously. Manages extensive calendar and provide full administrative support. Ensures information is forwarded to the proper executives, departments, and agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support Executives in scheduling and organizing various appointments and events.
- Create and publish meeting minutes and organizational charts.
- Assists the Project Manager and Directors in preparation of presentations, reports and special projects.
- Maintain office and computer filing system.
- Records management handling sensitive information.
- Review and reply to incoming e-mail correspondence.
- Receive, screen, and distribute incoming mail and review and prepare outgoing correspondence.
- Work with various vendors and DC Government Agencies.
- Maintain Inbound and Outbound documentation.
- Research, maintain and update logistical documentation.
- Maintain supply budget. Monitor and order office supplies for DC-NET.
- Interact with high-ranking officials from both the public and private sectors and other government agencies.
- Arrange building access to accompany managers, techs, and vendors for on site visits for technical support.
- Must have a valid driver' s license and be able to pass a police background check for police department access badges.
- Maintain technician' s supply orders for equipment.
- Organize and distribute work orders to appropriate technicians.
- Develop, oversee, and maintain site acceptance booklets.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have an Associates Degree and 5+ years of related telecommunications experience or equivalent.

Required Skills

- Must possess the ability to handle multiple tasks and work independently in a fast passed environment.
- Must possess a working knowledge of general business, government and corporate processes.
- Must possess excellent oral, written, and interpersonal skills.
- Must maintain a professional demeanor.
- Must possess the ability to handle confidential and sensitive information.
- Must have exceptional computer and document management skills.
- Must be proficient in MS Office 2000/XP, Excel, PowerPoint, Design Pro, Adobe, and Visio.
- Must have the ability to write, edit, and proofread.
- Must possess knowledge of records management and the ability to use initiative and resourcefulness in adapting these techniques.
- Must possess the ability to exercise high-level confidentiality and discretion.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
ENGINEERING STAFF ASSISTANT**

DC Government – Office of the Chief Technology Officer

CLIN: 004i/j	DATE REVISED 2/21/2006
JOB TITLE Engineering Staff Assistant	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations/Network Engineering
REPORTS TO: Power & ISP Engineering Manager	SUPERVISES: None

POSITION SUMMARY:

Assists in preparing, tracking, and the pricing of ISP and OSP cable jobs. Assists in verifying invoices and purchase orders. Inputs time sheets for approval.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees the distribution of ISP and OSP jobs.
- Compiles administrative documents, manhole butterflies, loop production information in order to prepare Construction outbound jobs for Contractors, Inspectors and Construction Engineers.
- File all Construction data and analyze all butterfly drawings for the Engineers.
- Prices all of the OSP.ISP jobs and assist in verifying invoices for accuracy before they are authorized for payment.
- StellarRad – verify and prepare red line completions for input into StellarRad.
- Updates work site binders.
- Conducts pricing of ISP and OSP jobs.
- Administers the reproduction of ISP and OSP jobs.
- Prepares time sheets for approval and financial analysis.
- Tracks construction work progress.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a High School diploma with 5-10 years related technical experience.

Required Skills

- Must be highly motivated and experienced in ISP and OSP network design.
- Must possess strong computer skills.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
AUTO CAD ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 004k	DATE REVISED 05/25/2005
JOB TITLE AutoCAD Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations/Network Engineering
REPORTS TO: Power & ISP Engineering Manager	SUPERVISES: None

POSITION SUMMARY:

Engineers and CAD the rack, shelf, and equipment drawings. Develops the Inside Plant portion of the StellarCO Database. Posts drawings and maintains changes to permanent engineering records.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops the StellarCO database to visually display, by point and click drill, the site location, floor plans, rack, shelf positions, and the card/ports.
- Engineers and CADs the site electronic packages, and the electrical wiring diagrams as per the needs of the individual.
- Prepares Equipment designs in AutoCAD.
- Engineers & CADs the Dantel Alarm Panel connections in accordance with the needs of the individual sites and the equipment installed.
- Populate the StellarCO database to enable search capabilities by bay, shelf, and serial number.
- Build virtual circuits in StellarCO by connecting equipment to cables, as well as, equipment to equipment.
- Conducts Internet research on new equipment and modifies existing AutoCAD drawings.
- Provides Engineering and Inside Plant Fiber Route design support when required.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a 4-year degree in Computer Science and 1-3 years related work experience.

Required Skills

- Must be detail oriented.
- Must possess the ability to work within tight deadlines.
- Must possess strong computer skills.

Certificates, Licenses, Registrations, and/or Training

Microsoft Office experience; AutoCAD 2005, MicroStation V8, Oracle, Especially Database experience & ESRI GIS.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
AUTO CAD OPERATOR**

DC Government – Office of the Chief Technology Officer

CLIN: 004I	DATE REVISED 2/22/2006
JOB TITLE AutoCAD Operator	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations/Network Engineering
REPORTS TO: Power & ISP Engineering Manager	SUPERVISES: None

POSITION SUMMARY:

Administers CAD construction floor plans, rack, and bay layouts providing engineering support. Posts as-built drawings and maintains changes to permanent engineering records.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Modifies existing AutoCAD drawings.
- Equipment designs in AutoCAD.
- Interprets engineering document packages for drawing development.
- Conducts Internet research on new equipment.
- Files AutoCAD drawings.
- Maintains telephone contacts.
- Performs designs and operates standard drawings of model configurations of data and voice systems.
- Performs AutoCad DC-NET standard drawings – logical network diagram partial for each loop.
- Provides back up assistance for other AutoCAD Operators.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of an Associates Degree, 2 year College diploma, or equivalent. 0-3 years of experience required.

Required Skills

- Must possess skill in AutoCAD Map 2005
- Must possess skill in Microsoft Office
- Must be detail oriented
- Must possess the ability to work within tight deadlines

Certificates, Licenses, Registrations, and/or Training

AutoCAD Map 2005, Microsoft Office.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am-5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
ISP-OSP DESIGN ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 004m	DATE REVISED 2/22/2006
JOB TITLE ISP/ OSP Design Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations/Engineering
REPORTS TO: Power & ISP Engineering Manager	SUPERVISES: None

POSITION SUMMARY:

Designs the outside fiber network routes, aerial and underground. Surveys the various sites and designs a floor plan and route that includes the fiber path, electrical requirements, and the required relay racks and electronics.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans the route, aerial and underground, to meet electronic requirements.
- Surveys work sites.
- Determines rack layout, electrical needs, and electronic requirements.
- Design the ISP and OSP jobs.
- Reviews conduit drawings to determine exact route.
- Tracks the status of all designs.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must possess a High School diploma with 5-10 years related technical experience.

Required Skills

- Person must be highly motivated.
- Must be experienced in ISP and OSP network design and theory.
- Knowledge of existing cable routes is a plus.
- Must possess a cable splicing background.
- Must possess strong mechanical aptitude skills.
- Must possess extensive computer skills.
- Must have knowledge of Visio, StellarRad, and Auto-CAD.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires work in manholes and steam tunnels and exposure to dirt, fumes, and excessive heat during field work.

Some on-call, after-hour and/or holiday work may be required. DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
POWER & ISP ENGINEERING MANAGER**

DC Government – Office of the Chief Technology Officer

CLIN: 004n	DATE REVISED 4/5/06
JOB TITLE Power & ISP Engineering Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations/Network Engineering
REPORTS TO: Director, Operations	SUPERVISES: None

POSITION SUMMARY:

The Power & ISP Engineering Manager position will be responsible for the physical design of telecommunications rooms to support all network voice and data delivery requirements and coordination of OSP Engineer Construction and Equipment Inspection. This includes site equipment selection, HVAC load determination, specifying adequate commercial power support, sizing adequate DC plant to meet specified traffic and allow for projected growth and battery support capacity, and the efficient use of available space.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **REVIEW RECORDS** - Review existing DC-NET installed equipment site specific records for 'AS BUILT' accuracy and completeness.
- **ENGINEER EQUIPMENT INSTALLATION** - Based on selected site(s), engineer equipment installation to insure completeness, survivability, security, and growth potential to meet stated initial requirements and projected future needs.
- **DETERMINE EQUIPMENT SERVICEABILITY/SUITABILITY** - Reviewing serviceability and durability of existing deployed equipment from a capacity and dependability standpoint.
- **REVIEW NEW EQUIPMENT** – Continually review the suitability of new equipment introduced by manufacturers and provide recommendations for possible inclusion in the existing network for new and/or expanded services or to replace aging/obsolete equipment.
- **ISSUE WORK-ORDER PACKAGES** - Once a site has been identified and service needs determined, issue a work-order package of drawings to identify all equipment, hardware/iron-work, power, and environmental support required. This includes room layout, equipment rack layouts, and equipment interconnection.
- **VISIT SITE** - Do a site survey at each new location to determine the adequacy of the space and review the accuracy of power type and availability, access, environmental conditions, and available clear wall, floor, and ceiling space.

- COORDINATION - Coordinate with outside plant engineering, voice traffic engineering, alarms engineering, and network operations to insure that all physical connection assignments and IP address assignments are included in the Work-Order documentation.
- COORDINATION - Coordinate with construction/installation manager(s) to insure all information is understood and any unforeseen issues encountered during construction/installation are resolved in a timely manner.
- QUALITY INSPECTS - Review the installations are built properly and that as-builts accurately reflect what exists at the respective site.
- PRODUCT SELECTION - Help in the review and selection of products that are to be used
- MAINTENANCE - Assist in the location of outages, maintenance troubles
- JOB PRICING – figure the cost of each job before it is issued

Supervisory Responsibilities

None.

Qualification

To perform this job successfully, an individual must be detail oriented while retaining the “systems level” view of each project and the network. The individual must work well with others, as well as being a resourceful independent worker, and be able to multi-task in a fast paced environment.

Education and/or Experience

Must have a minimum of a 4-year degree plus 5-10 years experience designing telecommunications central office, hub/branch office, and customer premise equipment installations. Education beyond undergraduate degree and/or professional license desirable. Experience with Voice Switch Engineering and Optical Transport Engineering is very desirable.

Required Skills

- Telecom CO & POP Project Management Skills.
- Must have experience leading a team of technicians who have the responsibility for designing and building central office, hub office, and customer premise telecommunications facilities.
- Understand how to plan and document the equipment and work required in order to meet cut over dates.
- Understanding of DC power systems to include battery support sizing and proper office distribution practice.
- Understanding of AC power systems to include 3-phase distribution and capacity sizing.
- Understanding of GROUNDING as relates to AC service and telecommunications office practice.
- Understanding of HVAC systems and the ability to determine capacity required to meet heat loads.
- Strong verbal and written communications skills are necessary.
- Proficient using full suite of Microsoft Office applications.
- AutoCAD Proficiency (Architectural)
- StellaRad Stellar Co & ISAP

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No.

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DC Government – Office of the Chief Technology Officer SUPERVISOR ENGINEERING RECORDS

DC Government – Office of the Chief Technology Officer

CLIN: 004o/p	DATE REVISED 2/21/2006
JOB TITLE Supervisor Engineering Records	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations/Network Engineering
REPORTS TO: Power & ISP Engineering Manager	SUPERVISES: Provides management direction and counseling. Supervises 3 staff members.

POSITION SUMMARY:

Records and maintains the accuracy of DC-NET' s equipment. Supports engineers as required. Develops the StellarMap Database (the Outside Plant portion of StellarRAD).

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Enters network assets into StellarMAP & StellarCO (Predominantly StellarMAP, the Outside Plant portion of Create source drawings for the DC land base for the individual wards to facilitate the fast and easy retrieval of outside plant records and drawings.
- Add entities into the source drawings.
- Develop and populate the database from current DC-Net paper records.
- Develop the database to visually display by point and click drill from site location, to MH & pole location, fiber assignments, ring configuration, etc.
- Build , update and maintain the following items in the progress database in StellarCO so that customized reports can be retrieved based on the needs of DC-Net:
 - The SCO file (Dbase file in progress database) to include block lists, categories, DC-Net layers (Building ply, sites, fiber info, Ring configuration, Site Address, etc), Commands, Line types, text, Size, Colors, etc.
 - The TMAC file (Dbase file).
 - The symbol Library which will contain any items that are placed in a drawing such as cards, shelves, racks, cabinets, all vendor equipment, etc.
 - The property master catalog.
 - On plant assets by dollar value, location, account number, tax district, etc.
 - Track retirements and additions for easy accounting reports.
 - Report on all property records or subsets by location.
 - User defined fields.
- Assign work orders for construction.
- Develop the database to track assets by location, work order number, tax district, and data placed, and general ledger account numbers.
- Create work order files for tracking and record keeping.
- Place staking sheets over a work order area to create separate drawings files that can be edited without changing the source drawings.
- Build the database to be able to publish and entire Ring based on the needs of DC-Net.
- Create site numbers, tax district, etc for engineering records.

- Attribute all the DC-Net sites in the respective wards (DC Ward Boundaries).
- Define queries in a geographical area in which entities are viewed, added or modified.
- Add subscribers to enable the user to locate a subscriber based on entries in the system.
- Link non-geographical data to geographical representation of equipment data.
- By utilizing the bar-coding field' s functionality, enable easy and accurate input and removal of equipment data as necessary.
- Add / Modify location attributes as required.
- Develop and populate the database to report on plant assets by dollar value, location, account number, tax district.
- Populate the StellarMap database such that search by Ward number, Loop number, Work Order and Site number can be achieved.
- Add quick attributes to display part description, status, units, and date placed and work order number.
- Create cable count changes ripples and test them before posting.
- Provide templates for common vendor network equipment (Cisco 15454 shelves, Newton 19" & 23" Racks, ADC DSX patch panels, etc).
- Create to scale blocks for all the DC-Net equipment that is deployed to the sites.
- Maintain and organize central-office drawings and schematics.
- Develop the database to visually display by point and click drill from site location, down to floor plans, to bays/ rack, to shelf positions, to card/ports.
- Populate the database such that search by bay / shelf / serial number is possible.
- Enable the automatic location of Cad drawings by location.
- Link non-geographical data to geographical representation of equipment data.
- By utilizing the bar-coding field' s functionality, enable easy and accurate input and removal of equipment data as necessary.
- Apportion labor dollars to plant items with automatic closing and trending (by work order number or by general ledger plant in service).
- Export asset information to financial system for depreciation purposes.
- Working with ArcMap to build a DC-Net specific geographic information system to display DC-Net site location, type of site and other relevant information which is represented using a series of information sets such as geographic data sets, processes, work flow models, data models and metadata.
- Build the geodatabase to access large volumes of data stored in both files and database.
- Build relationships between data types, such as topologies and geometric networks, validate data, and control access.
- Build the DC-Net geodatabase as a collection of files in a file system and as a collection of tables in a relational database management system.
- Build and maintain spatial integrity including topological relationships between geographic features.
- Engineer, design and cad to scale inside plant and outside plant conduit drawing.
- Get in touch with utility companies to retrieve utility information based on location where construction needs to take place.
- Verify the information in the field and engineer and cad to scale drawings.
- Prepare permitting application for outside plant construction.
- Turn in permit application to the DPW office.
- Design and Cad the traffic control drawings / plans specific to the outside plant construction per DC-Net specs.
- Engineer and CAD Site Electronic packages. Prepare Equipment designs in AutoCAD Map 2005.
- Engineer & CAD Electrical Wiring diagrams as per the needs of the individual sites based upon the Equipment Installed.
- Engineer & CAD the Dantel Alarm Panel connections as per the needs of the individual sites based upon the Equipment Installed.

Supervisory Responsibilities

Provides management direction and counseling. Supervises 3 staff members.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of a Bachelor's Degree in Computer Science and 3-5 years related work experience required.

Required Skills/Skill Sets

- Must possess strong data entry skills.
- Must possess extensive Microsoft Office experience.
- Must possess strong knowledge and abilities in AutoCAD 2005, MicroStation V8, Oracle, Especially Database experience & ESRI GIS. Minimum five years of experience as a database administrator.
- Minimum three years experience as an AutoCAD & Micro station operator.
- Minimum three years experience as an ESRI GIS spatial analyst.
- Minimum three years experience as a network administrator.
- Minimum three years experience as an ISP and OSP Design engineer.
- Minimum three years experience as an equipment engineer. Must have experience leading a team of technicians who have the responsibility of building an AutoCAD and ESRI based database.
- Must understand how to plan and schedule work in order to meet Engineering cut over dates.
- Must possess knowledge of the following :
 - Microsoft Office
 - AutoCAD 2005
 - MicroStation V8
 - Oracle
 - SQL Server
 - ESRI Tools - ArcReader, ArcView, ArcEditor, ArcInfo, ArcPad & ArcMap
 - MS Access

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

CLIN 005 - Network Operations Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
005a	Network Operations Manager	Labor Hour	\$	\$	\$
005b*^	Installation Supervisor -No Vehicle	Labor Hour	\$	\$	\$
005c*^	Overtime Rate for Installation Supervisor - No Vehicle	Labor Hour	\$	\$	\$
005d*^	Installation Supervisor - Fully Equipped	Labor Hour	\$	\$	\$
005e*^	Overtime Rate for Installation Supervisor - Fully Equipped	Labor Hour	\$	\$	\$
005f*	Associate Field Engineer	Labor Hour	\$	\$	\$
005g*	Overtime Rate for Associate Field Engineer	Labor Hour	\$	\$	\$
005h*^	Fiber Optic Maintenance Supervisor - Fully Equipped	Labor Hour	\$	\$	\$
005i*^	Overtime Rate for Fiber Optic maintenance Supervisor - Fully Equipped	Labor Hour	\$	\$	\$
005j*^	Fiber Optic Maintenance Supervisor - No Vehicle	Labor Hour	\$	\$	\$
005k*^	Overtime Rate for Fiber Optic Maintenance Supervisor - No Vehicle	Labor Hour	\$	\$	\$
005l*^	Field Engineer - Fully Equipped	Labor Hour	\$	\$	\$
005m*^	Overtime Rate for Field Engineer - Fully Equipped	Labor Hour	\$	\$	\$
005n*	Field Engineer - No Vehicle	Labor Hour	\$	\$	\$
005o*^	Overtime Rate for Field Engineer - No Vehicle	Labor Hour	\$	\$	\$
005p*	Senior Field Engineer	Labor Hour	\$	\$	\$
005q*	Overtime Rate for Senior Field Engineer	Labor Hour	\$	\$	\$
005r	Intermediate NOC Technician	Labor Hour	\$	\$	\$
005s	Overtime Rate for Intermediate NOC Technician	Labor Hour	\$	\$	\$
005t	Junior NOC Technician	Labor Hour	\$	\$	\$
005u	Overtime Rate for Junior NOC Technician	Labor Hour	\$	\$	\$
005v	Network Provisioner	Labor Hour	\$	\$	\$
005w	Overtime Rate for Network Provisioner	Labor Hour	\$	\$	\$
005x	NOC Manager	Labor Hour	\$	\$	\$

005y	Overtime rate for NOC Manager	Labor Hour	\$	\$	\$
005z	Sr. NOC Technician	Labor Hour	\$	\$	\$
005aa	Overtime Rate for Sr. NOC Technician	Labor Hour	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

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**DC Government – Office of the Chief Technology Officer
NETWORK OPERATIONS MANAGER**

DC Government – Office of the Chief Technology Officer

CLIN: 005a	DATE REVISED 12/07/2005
JOB TITLE Network Operations Manager	JOB CODE
Position will be transferred to the new telecommunications agency.	UNIT/DEPARTMENT Operations
REPORTS TO: Director of Operations	SUPERVISES: 6 Employees - 1 Supervisors, 1 Sr. Field Engineers, 3 Field Engineers, 1 Fiber and Construction Inspector

POSITION SUMMARY:

Manage a team of highly technical personnel responsible the installation / maintenance of all DC-NET network equipment, HVAC units, environmental alarming, ISP fiber optic cabling, OSP fiber optic cabling, network maintenance liaison to the OCTO DC NOC; as well as other DC Government organizations / customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage the equipment installation team and their related contractors.
- Manage the equipment maintenance team and their related contractors.
- Manage the ISP and OSP fiber restoration team and their related contractors.
- Manage the electrical, fire, and HVAC systems installation and maintenance team and their related contractors.
- Manage the DC-NET to OCTO DC NOC relationship on behalf of DC-NET.
- Develop implement, and manage all QA / QC process and procedures.
- Develop and implement network disaster recovery policies and procedures.
- Develop and implement standard operations procedures and policies across organization boundaries.
- Develop, implement and manage a site access and security programs to safe guard DC-NET assets at each of the sites.
- Extensive high level team intervention.
- Extensive reporting.
- Extensive policy and procedure development and implementation.
- Personnel development and management
- Contractor development and management
- Administration Management
- Vendor Management
- Facilities management of all DC-NET POP locations.
- Manage the outside plant maintenance relationships with Comcast, Level3, Verizon, Pepco, and the District of Columbia Department of Transportation as necessary to maintain the DC-NET fiber optic cabling. In conjunction with DC-NET management, help develop, negotiate, and operate

maintenance agreements with the above listed entities necessary for the smooth and cooperative operation of the jointly maintained fiber plant assets.

Supervisory Responsibilities

Provide supervision, development, day-to-day management and organizational direction to all personnel in the DC-NET OPS group.

Provide daily supervision of 6 Employees and 3 contractor organizations in 5 functional areas that are critical to the services provided by the DC-NET network.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and / or Experience

Must have a Bachelor' s Degree or equivalent in experience : Minimum of 8 years of management and 10 years of technical field operations experience in the telecommunications industry. Management of contractor staff and support organizations experience is a must. Must have strong telecom, transmission and fiber optic (ISP and OSP) technical experience. Must have extensive knowledge of aerial and underground Fiber Networks, Telecom Construction, Electronic and Power installation, Engineering, Network Operations Centers, and Maintenance.

Required Skills

- Must possess the ability to deal with many suppliers simultaneously.
- Must be highly motivated and experienced in ISP and OSP network design, theory, and maintenance.
- Must be able to interact with of the high level teams on a daily basis and provide granular reporting.
- Must have extensive experience dealing with all external Contractors, vendors, and key suppliers
- Extensive contracts experience, including service level agreements, development / implementation of management policy and procedures, etc.
- The ability to deal with stress and critical timelines in many trade areas.
- Must possess mechanical aptitude skills.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check.

**DC Government – Office of the Chief Technology Officer
INSTALLATION SUPERVISOR – (NO VEHICLE)**

DC Government – Office of the Chief Technology Officer

CLIN: 005b/c	DATE REVISED 03/24/2006
JOB TITLE Installation Supervisor (No Vehicle)	JOB CODE
Employment contract can not include a “non-compete” clause because it may be transferred to new telecommunications agency under the DC Government.	UNIT/DEPARTMENT DC-NET Operations
REPORTS TO: Network Operations Manager	SUPERVISES: Up to 4 Field Technicians Currently 2 Field Technicians

POSITION SUMMARY:

Provides operations support for the installation, provisioning and maintenance of IP, VOIP, SONET equipment and networks, ISP and OSP fiber optic networks as well as HVAC and UPS systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Performs equipment installation processes for UPS, HVAC, environmental, IP and telecom transmission equipment and networks.
- Provides direct feedback to DCNET Engineering and DCNET OPS Manager regarding each site / equipment installation work at completion.
- Oversees and performs unplanned, planned and preventative maintenance of the IP, transmission, voice and UPS equipment.
- Facilitates new service turn ups by extending demarks and providing CPE connections
- Works with DCNOC (Network Operations Centers) and Network Engineering to provide timely updates, and complete end of action reports with a focus on the quickest possible MTTR (mean time to repair)
- Coordinates with the DCNOC to ensure end-to-end service and network availability to the customer.
- Train subordinate field technicians.
- Provide direction and planning of site installation and maintenance activities
- Maintain employee' s schedules, vacations, etc.
- Create and provide detailed installation and maintenance reports, etc.
- Other duties as signed by the Operations Manager

SUPERVISORY RESPONSIBILITIES

Works as Supervisor and technical lead over Field Technicians and subcontractors tasked with performing installation and maintenance activities listed above on the DCNET transmission, IP and Voice networks. Assist with on-the-job training to subordinate field technicians.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and / or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Outside side fiber plant experience is a plus.

EDUCATION and / or EXPERIENCE

Associated Degree or equivalent with at least 8 years related experience in the telecommunications industry

REQUIRED SKILLS

- Must be a highly self-motivated individual
- Ability to train subordinate Field Technicians
- Ability to work well alone or with a team
- Must have a high level of knowledge of ISP and OSP transmission and fiber optic network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48) equipment and networks
- Must have a high level of knowledge and ability to utilize SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must have a high level of knowledge of and ability to install and maintain commercial UPS, Telecom networks, equipment and circuits and ability to configure their HW and provisioning.
- Must have a high level of knowledge and ability to utilize MS Word, Excel, Visio, Outlook, and related personal computers tool.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast in Washington, DC is a plus.

CERTIFICATIONS, LICENSES, REGISTRATIONS and / or TRAINING

Valid US drivers license

PHYSICAL DEMANDS

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires vendor to provide the following:

- Mobile phone
- Laptop
 - Windows 2000 or Windows®XP, 512K RAM, 40 to 80GB of Memory, integrated Ethernet port, 56K modem and Acrobat Reader 6.0
- Standard "TELECOM" tool kit

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check

**DC Government – Office of the Chief Technology Officer
INSTALLATION SUPERVISOR (FULLY EQUIPPED)**

DC Government – Office of the Chief Technology Officer

CLIN: 005d/e	DATE REVISED 03/24/2006
JOB TITLE Installation Supervisor (Fully Equipped)	JOB CODE
Employment contract can not include a “non-compete” clause because it may be transferred to new telecommunications agency under the DC Government.	UNIT/DEPARTMENT DC-NET Operations
REPORTS TO: Network Operations Manager	SUPERVISES: Up to 4 Field Technicians Currently 2 Field Technicians

POSITION SUMMARY:

Provides operations support for the installation, provisioning and maintenance of IP, VOIP, SONET equipment and networks, ISP and OSP fiber optic networks as well as HVAC and UPS systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Performs equipment installation processes for UPS, HVAC, environmental, IP and telecom transmission equipment and networks.
- Provides direct feedback to DCNET Engineering and DCNET OPS Manager regarding each site / equipment installation work at completion.
- Oversees and performs unplanned, planned and preventative maintenance of the IP, transmission, voice and UPS equipment.
- Facilitates new service turn ups by extending demarks and providing CPE connections
- Works with DCNOC (Network Operations Centers) and Network Engineering to provide timely updates, and complete end of action reports with a focus on the quickest possible MTTR (mean time to repair)
- Coordinates with the DCNOC to ensure end-to-end service and network availability to the customer.
- Train subordinate field technicians.
- Provide direction and planning of site installation and maintenance activities
- Maintain employee' s schedules, vacations, etc.
- Create and provide detailed installation and maintenance reports, etc.
- Other duties as signed by the Operations Manager

SUPERVISORY RESPONSIBILITIES

Works as Supervisor and technical lead over Field Technicians and subcontractors tasked with performing installation and maintenance activities listed above on the DCNET transmission, IP and Voice networks. Assist with on-the-job training to subordinate field technicians.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and / or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Outside side fiber plant experience is a plus.

EDUCATION and / or EXPERIENCE

Associated Degree or equivalent with at least 8 years related experience in the telecommunications industry

REQUIRED SKILLS

- Must be a highly self-motivated individual
- Ability to train subordinate Field Technicians
- Ability to work well alone or with a team
- Must have a high level of knowledge of ISP and OSP transmission and fiber optic network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48) equipment and networks
- Must have a high level of knowledge and ability to utilize SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must have a high level of knowledge of and ability to install and maintain commercial UPS, Telecom networks, equipment and circuits and ability to configure their HW and provisioning.
- Must have a high level of knowledge and ability to utilize MS Word, Excel, Visio, Outlook, and related personal computers tool.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast in Washington, DC is a plus.

CERTIFICATIONS, LICENSES, REGISTRATIONS and / or TRAINING

Valid US drivers license

PHYSICAL DEMANDS

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires vendor to provide the following:

- Vehicle
- Mobile phone
- Laptop
 - Windows 2000 or Windows®XP, 512K RAM, 40 to 80GB of Memory, integrated Ethernet port, 56K modem and Acrobat Reader 6.0
- Standard "TELECOM" tool kit

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check

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**DC Government – Office of the Chief Technology Officer
ASSOCIATE FIELD ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 005f/g	DATE REVISED 12/12/2005
JOB TITLE Associate Field Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT DC-NET Operations
REPORTS TO: Network Operations Manager	SUPERVISES: None

POSITION SUMMARY:

Provides operations support for installing and maintaining IP, SONET, and power equipment during both start-up and ongoing operations for a new service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs equipment Installation processes (i.e., installing and testing equipment in response to customer service requests) for IP and SONET equipment.
- Oversees routine and preventative maintenance processes to ensure the ongoing health of the IP, SONET, and power equipment.
- Administers equipment repair processes for repairing/replacing failed IP, SONET, and power equipment.
- Facilitates new service turn ups by extending demarks and providing CPE connections
- Manages acceptance of equipment installation processes after the installation and commissioning of network equipment.
- Coordinates with the NOC Operations to ensure end-to-end service.
- Turns up traffic/service on the network.
- Works with NOC & Network Engineering to resolve network issues
- Provides on-call service during off-hours to remotely respond to an emergency.
- Trains Junior Equipment Techs & Installers

Supervisory Responsibilities

NA

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associated Degree or equivalent education with 2 years related experience in the telecommunications industry

Required Skills

- Must be willing to be on-call during none business hours
- Must be highly motivated and experienced in ISP and OSP network design and theory.
- Prior knowledge of existing cable routes is a plus.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48), basic telephony
- Must be familiar with and know how to operate SONET, TDM, and voice test gear to include TDM test equipment (DS0 through OC48), Light meter, light source, Optical Time Domain Reflectometer (OTDR), butt set, tone generator (fox & hound), voltage meter, hand tools, and various equipment based telecom software packages (GUI).
- Must possess an analytical understanding of -48VDC pwr systems, telecom circuits, network configuration, and path flow.
- Must have demonstrable skills with Microsoft Word, Excel, Visio, Outlook, and related personal computers tool.
- Needs a working knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Opens trouble tickets with NOC, provides timely updates, and completes end of action reports with a quick MTTR (mean time to repair)

Certificates, Licenses, Registrations, and/or Training

Valid US drivers license

Physical Demands/ Working Conditions

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check

**DC Government – Office of the Chief Technology Officer
FIBER OPTIC MAINTENANCE SUPERVISOR (FULLY EQUIPPED)**

DC Government – Office of the Chief Technology Officer

CLIN: 005h/i	DATE REVISED 03/24/2006
JOB TITLE Fiber Optic Maintenance Supervisor (Fully Equipped)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT DCNet Operations
REPORTS TO: Network Operations Manager	SUPERVISES: Up to 6 Field Engineers and 5 subcontractor organizations Currently 1 and 4 subcontractor organizations

POSITION SUMMARY:

Maintain all Inside, Underground and Aerial Fiber Optic and copper Plant owned or controlled by DCNet. Ensure that all Maintenance Contractors employed by DC-Net complete repairs in a timely manner with as little disruption to the customers as possible. Monitors contractor activities and resources on behalf of DC-Net coordinate departmental activities to in could project/staff assignments and material coordination. Develop and maintain documentation for all repair activities. Investigate damages in an attempt to determine cause and responsible party. Act as liaison between other utilities with which DCNet has a contractual relationship.

To include the providing of operational support for the installation and maintenance of IP, VOIP, SONET networks, ISP and OSP fiber optic networks as well as HVAC and UPS systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Develop and maintain documentation for all repair activities
- Investigate damaged ISP and OSP Fiber Optic networks to determine cause
- Manages all associated Contractors, e.g. e-Merge and all sub-contractor needed to complete repair activities
- Performs equipment Installation processes (i.e., installing and testing equipment in response to customer service requests) for IP and SONET equipment.
- Oversees routine and preventative maintenance processes to ensure the ongoing health of the ISP and OSP fiber network (Aerial / Underground) and IP, SONET, HVAC and power equipment.
- Administers equipment repair processes for repairing/replacing failed IP, SONET, and power equipment.
- Facilitates new service turn ups by extending demarks and providing CPE connections
- Manages acceptance of equipment installation processes after the installation
- Coordinates with the NOC Operations to ensure end-to-end service.
- Turns up traffic/service on the network.
- Works with NOC & Network Engineering to resolve network issues
- Trains Junior Equipment Techs & Installers
- Review and accept Turn-Over and Site Acceptance Packages
- Other duties as signed by OPS Manager

Supervisory Responsibilities

Works as lead over Equipment Techs & Installers, oversees & quality checks subcontractor work. Assist with providing on-the-job training to Network Engineers as assigned and provide direction to contracted services support organization personnel.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associated Degree or equivalent with at least 8 years related experience in the telecommunications industry

Required Skills

- Must be a highly self-motivated individual that works will with a team or alone
- Must have excellent knowledge ISP and OSP network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48), basic telephone equipment and networks
- Must be familiar with and know how to operate SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must possess an excellent know knowledge of -48VDC PWR systems, Telecom networks, equipment and circuits, TDM and IP network configuration.
- Must have demonstrable skills with Microsoft Word, Excel, Visio, Outlook, and strong PC skills.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Working with NOC (Network Operations Centers), providing timely updates, and completing end of action reports with a focus on the quickest possible MTTR (mean time to repair)
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast is a plus.

Certificates, Licenses, Registrations, and/or Training

Valid US drivers license

Physical Demands

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Vehicle
- Mobile phone
- Laptop
 - Windows 2000 or Windows®XP, 512K RAM, 40 to 80GB of Memory, integrated Ethernet port, 56K modem and Acrobat Reader 6.0
- Standard "TELECOM" tool kit

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check

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**DC Government – Office of the Chief Technology Officer
FIBER OPTIC MAINTENANCE SUPERVISOR (NO VEHICLE)**

DC Government – Office of the Chief Technology Officer

CLIN: 005j/k	DATE REVISED 03/24/2006
JOB TITLE Fiber Optic Maintenance Supervisor	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT DCNet Operations
REPORTS TO: Network Operations Manager	SUPERVISES: Up to 6 Field Engineers and 5 subcontractor organizations Currently 1 and 4 subcontractor organizations

POSITION SUMMARY:

Maintain all Inside, Underground and Aerial Fiber Optic and copper Plant owned or controlled by DCNet. Ensure that all Maintenance Contractors employed by DC-Net complete repairs in a timely manner with as little disruption to the customers as possible. Monitors contractor activities and resources on behalf of DC-Net coordinate departmental activities to in could project/staff assignments and material coordination. Develop and maintain documentation for all repair activities. Investigate damages in an attempt to determine cause and responsible party. Act as liaison between other utilities with which DCNet has a contractual relationship.

To include the providing of operational support for the installation and maintenance of IP, VOIP, SONET networks, ISP and OSP fiber optic networks as well as HVAC and UPS systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Develop and maintain documentation for all repair activities
- Investigate damaged ISP and OSP Fiber Optic networks to determine cause
- Manages all associated Contractors, e.g. e-Merge and all sub-contractor needed to complete repair activities
- Performs equipment Installation processes (i.e., installing and testing equipment in response to customer service requests) for IP and SONET equipment.
- Oversees routine and preventative maintenance processes to ensure the ongoing health of the ISP and OSP fiber network (Aerial / Underground) and IP, SONET, HVAC and power equipment.
- Administers equipment repair processes for repairing/replacing failed IP, SONET, and power equipment.
- Facilitates new service turn ups by extending demarks and providing CPE connections
- Manages acceptance of equipment installation processes after the installation
- Coordinates with the NOC Operations to ensure end-to-end service.
- Turns up traffic/service on the network.
- Works with NOC & Network Engineering to resolve network issues
- Trains Junior Equipment Techs & Installers
- Review and accept Turn-Over and Site Acceptance Packages
- Other duties as signed by OPS Manager

Supervisory Responsibilities

Works as lead over Equipment Techs & Installers, oversees & quality checks subcontractor work. Assist with providing on-the-job training to Network Engineers as assigned and provide direction to contracted services support organization personnel.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associated Degree or equivalent with at least 8 years related experience in the telecommunications industry

Required Skills

- Must be a highly self-motivated individual that works will with a team or alone
- Must have excellent knowledge ISP and OSP network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48), basic telephone equipment and networks
- Must be familiar with and know how to operate SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must possess an excellent know knowledge of -48VDC PWR systems, Telecom networks, equipment and circuits, TDM and IP network configuration.
- Must have demonstrable skills with Microsoft Word, Excel, Visio, Outlook, and strong PC skills.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Working with NOC (Network Operations Centers), providing timely updates, and completing end of action reports with a focus on the quickest possible MTTR (mean time to repair)
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast is a plus.

Certificates, Licenses, Registrations, and/or Training

Valid US drivers license

Physical Demands

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile phone
- Laptop
 - Windows 2000 or Windows®XP, 512K RAM, 40 to 80GB of Memory, integrated Ethernet port, 56K modem and Acrobat Reader 6.0
- Standard "TELECOM" tool kit

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check

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**DC Government – Office of the Chief Technology Officer
FIELD ENGINEER (FULLY EQUIPPED)**

DC Government – Office of the Chief Technology Officer

CLIN: 005I/m	DATE REVISED 12/12/2005
JOB TITLE Field Engineer (Fully Equipped)	JOB CODE
Employment contract can not include a “non-compete” clause because it may be transferred to new telecommunications agency under the DC Government.	UNIT/DEPARTMENT DC-NET Operations
REPORTS TO: Network Operations Manager or Supervisor	SUPERVISES: None

POSITION SUMMARY

Provides operations support for the installation and maintenance of IP, VOIP, SONET networks, ISP and OSP fiber optic networks as well as HVAC, UPS and environmental control systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Performs equipment installation processes for UPS, HVAC, environmental, IP and telecom transmission equipment and networks.
- Provides direct feedback to DCNET Engineering and DCNET OPS Manager regarding each site / equipment installation work at completion.
- Oversees and performs unplanned, planned and preventative maintenance of the IP, transmission, voice and UPS equipment.
- Troubleshoot and resolve unplanned network events and provide timely updates to DCNET OPS management, the DCNOC (Network Operations Centers) and Network Engineering with a focus on the quickest possible MTTR (mean time to repair).
- Complete postmortem reports for major unplanned network events
- Develop detailed MOPs (method of procedures) for planned maintenance events
- Work with other DCNET groups and DCNOC to turn up traffic / service
- Work with DCNOC & Tier II Engineering Network Technicians to resolve network issues
- Other duties as signed by OPS Manager or Supervisors

SUPERVISORY RESPONSIBILITIES

Assist with providing on-the-job training of Associate Network Engineers as assigned and provide direction to contracted services support organization personnel.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Outside side fiber plant experience is a plus.

EDUCATION and / or EXPERIENCE

Associated Degree or equivalent education with 5 years related experience in the telecommunications industry

REQUIRED SKILLS

- Must be a highly self-motivated individual
- Ability to work well alone or with a team
- Must have a high level of knowledge of ISP and OSP transmission and fiber optic network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48) equipment and networks
- Must have a high level of knowledge and ability to utilize SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must have a high level of knowledge of and ability to install and maintain commercial UPS, Telecom networks, equipment and circuits and ability to configure their HW and provisioning.
- Must have a high level of knowledge and ability to utilize MS Word, Excel, Visio, Outlook, and related personal computers tool.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast in Washington, DC is a plus.

CERTIFICATES, LICENSES, REGISTRATIONS, and / or TRAINING

Valid US drivers license

PHYSICAL DEMANDS

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires vendor to provide the following:

- Vehicle
- Mobile phone
- Laptop
 - Windows 2000 or Windows®XP, 512K RAM, 40 to 80GB of Memory, integrated Ethernet port, 56K modem and Acrobat Reader 6.0
- Standard "TELECOM" tool kit

SECURITY SENSITIVE

Must be able to pass a Washington, DC metropolitan police department security background check

**DC Government – Office of the Chief Technology Officer
FIELD ENGINEER (NO VEHICLE)**

DC Government – Office of the Chief Technology Officer

CLIN: 005n/o	DATE REVISED 12/12/2005
JOB TITLE Field Engineer (No Vehicle)	JOB CODE
Employment contract can not include a “non-compete” clause because it may be transferred to new telecommunications agency under the DC Government.	UNIT/DEPARTMENT DC-NET Operations
REPORTS TO: Network Operations Manager or Supervisor	SUPERVISES: None

POSITION SUMMARY

Provides operations support for the installation and maintenance of IP, VOIP, SONET networks, ISP and OSP fiber optic networks as well as HVAC, UPS and environmental control systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Performs equipment installation processes for UPS, HVAC, environmental, IP and telecom transmission equipment and networks.
- Provides direct feedback to DCNET Engineering and DCNET OPS Manager regarding each site / equipment installation work at completion.
- Oversees and performs unplanned, planned and preventative maintenance of the IP, transmission, voice and UPS equipment.
- Troubleshoot and resolve unplanned network events and provide timely updates to DCNET OPS management, the DCNOC (Network Operations Centers) and Network Engineering with a focus on the quickest possible MTTR (mean time to repair).
- Complete postmortem reports for major unplanned network events
- Develop detailed MOPs (method of procedures) for planned maintenance events
- Work with other DCNET groups and DCNOC to turn up traffic / service
- Work with DCNOC & Tier II Engineering Network Technicians to resolve network issues
- Other duties as signed by OPS Manager or Supervisors

SUPERVISORY RESPONSIBILITIES

Assist with providing on-the-job training of Associate Network Engineers as assigned and provide direction to contracted services support organization personnel.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Outside side fiber plant experience is a plus.

EDUCATION and / or EXPERIENCE

Associated Degree or equivalent education with 5 years related experience in the telecommunications industry

REQUIRED SKILLS

- Must be a highly self-motivated individual
- Ability to work well alone or with a team
- Must have a high level of knowledge of ISP and OSP transmission and fiber optic network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48) equipment and networks
- Must have a high level of knowledge and ability to utilize SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must have a high level of knowledge of and ability to install and maintain commercial UPS, Telecom networks, equipment and circuits and ability to configure their HW and provisioning.
- Must have a high level of knowledge and ability to utilize MS Word, Excel, Visio, Outlook, and related personal computers tool.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast in Washington, DC is a plus.

CERTIFICATES, LICENSES, REGISTRATIONS, and / or TRAINING

Valid US drivers license

PHYSICAL DEMANDS

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires vendor to provide the following:

- Mobile phone
- Laptop
- Standard "telecom" tool kit

SECURITY SENSITIVE

Must be able to pass a Washington, DC metropolitan police department security background check

DC Government – Office of the Chief Technology Officer SENIOR FIELD ENGINEER

DC Government – Office of the Chief Technology Officer

CLIN: 005p/q	DATE REVISED 12/12/2005
JOB TITLE Senior Field Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Operations
REPORTS TO: Network Operations Manager	SUPERVISES: Up to 3 Field Engineers

POSITION SUMMARY:

Provides operations support for the installation and maintenance of IP, VOIP, SONET networks, ISP and OSP fiber optic networks as well as HVAC and UPS systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be willing to perform on-call duties for none business hours support
- Performs equipment Installation processes (i.e., installing and testing equipment in response to customer service requests) for IP and SONET equipment.
- Oversees routine and preventative maintenance processes to ensure the ongoing health of the IP, SONET, and power equipment.
- Administers equipment repair processes for repairing/replacing failed IP, SONET, and power equipment.
- Facilitates new service turn ups by extending demarks and providing CPE connections
- Manages acceptance of equipment installation processes after the installation and commissioning of network equipment.
- Coordinates with the NOC Operations to ensure end-to-end service.
- Turns up traffic/service on the network.
- Works with NOC & Network Engineering to resolve network issues
- Trains Junior Equipment Techs & Installers

Supervisory Responsibilities

Works as lead site tech over Equipment Techs & Installers, oversees & quality checks subcontractor work.

Assist with providing on-the-job training to Associate Network Engineers as assigned and provide direction to contracted services support organization personnel.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associated Degree or equivalent with at least 8 years related experience in the telecommunications industry

Required Skills

- Must be a highly self-motivated individual
- Must be able to work well alone or with a team
- Must have excellent knowledge ISP and OSP network architectures and theory.
- Must possess cable connectivity knowledge for RJ-11, RJ-45, BNC, LC, SC, wire wrap, punch down, and possess mechanical aptitude skills.
- Must be knowledgeable in SONET, VOIP, TDM (DS0-DS1-DS3-OC48), basic telephone equipment and networks
- Must be familiar with and know how to operate SONET, TDM (DS0 through OC48), and voice test sets, Light source and meter, Optical Time Domain Reflectometer (OTDR), butt set, tone generator, voltage meter and hand tools found in a standard telecom tool set.
- Must possess an excellent know knowledge of -48VDC PWR systems, Telecom networks, equipment and circuits, TDM and IP network configuration.
- Must have demonstrable skills with Microsoft Word, Excel, Visio, Outlook, and related personal computers tool.
- Must have knowledge of building MDFs (main distribution frames), building riser systems, and CPE (customer premises equipment) connectivity.
- Working with NOC (Network Operations Centers), providing timely updates, and completing end of action reports with a focus on the quickest possible MTTR (mean time to repair)
- Prior knowledge of existing OSP cable routes of Verizon, Level3, Starpower and Comcast is a plus.

Certificates, Licenses, Registrations, and/or Training

Valid US drivers license

Physical Demands/Working Conditions

Must be able to lift equipment (weighing up to 20 lbs.), to shoulder height on a regular basis.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE:

Must be able to pass a Washington, DC metropolitan police department security background check

**DC Government – Office of the Chief Technology Officer
INTERMEDIATE NOC TECHNICIAN**

DC Government – Office of the Chief Technology Officer

CLIN: 005r/s	DATE REVISED 05/25/2005
JOB TITLE Intermediate NOC Technician	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Operations Center
REPORTS TO: NOC Manager	SUPERVISES: None

POSITION SUMMARY:

Provides operations support for managing IP and SONET-based services during both start-up and ongoing operations for a new service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports trouble Handling processes (i.e., Customer Problem Handling, Service Problem Resolution, and Network Surveillance/Monitoring) for IP, SONET, and power equipment using HP OpenView.
- Assists QoS Management processes (i.e., Network Performance Management) for SONET-based services to ensure that the quality of services being provided meets customer SLAs.
- Coordinates with Network Provisioning (who will have responsibility for provisioning the SONET and IP-based services to ensure end-to-end service).
- Coordinates with a WAN group to ensure end-to-end data services.
- Provides on-call service during off-hours to remotely respond to emergencies.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate of Science or equivalent and 2-3 years related experience. Experience with Cisco*s Transport Manager (CTM), Cisco*s 7300 router, Cisco*s 3550 switch, IP equipment, and Resilient Packet Rings (RPRs) are desirable but not required. . It is also desirable that the Intermediate NOC Operations Technician also have experience with Cisco*s 15454 series of Multiservice Switching Platform (MSSP) equipment or equivalent SONET/SDH equipment.

Required Skills

- Must have experience working as a member of a team of technicians who have responsibility for monitoring IP and SONET services in a service provider network using a network surveillance system such as HP's OpenView or its equivalent

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
JUNIOR NOC TECHNICIAN**

DC Government – Office of the Chief Technology Officer

CLIN: 005t/u	DATE REVISED 05/25/2005
JOB TITLE Junior NOC Technician	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Operations Center
REPORTS TO: NOC Manager	SUPERVISES: None

POSITION SUMMARY:

Provides operations support for managing IP and SONET-based services during both start-up and ongoing operations for a new service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists in Trouble Handling processes (i.e., Customer Problem Handling, Service Problem Resolution, and Network Surveillance/Monitoring) for IP, SONET, and power equipment using HP OpenView.
- Supports QoS Management processes (i.e., Network Performance Management) for SONET-based services to ensure that the quality of services being provided meets customer SLAs.
- Coordinates with Network Provisioning (who will have responsibility for provisioning the SONET and IP-based services to ensure end-to-end service.
- Coordinates with a WAN group to ensure end-to-end data service.
- Provides on-call service during off-hours to remotely respond to emergencies.

Supervisory Responsibilities

Provides management direction and counseling. Supervises clerical assistant and temporary staffing as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate of Science or equivalent and 1-2 years experience. Experience with Cisco*s 7300 router, Cisco*s 3550 switch or equivalent IP equipment, Resilient Packet Rings (RPRs), and Cisco*s Transport Manager (CTM) or its equivalent is desirable.

Required Skills

- Must have experience working as a member of a team of technicians who have responsibility for monitoring IP and/or SONET services in a service provider network using a network surveillance system such as HP's OpenView or its equivalent.
- Must have experience with Cisco's 15454 series of Multiservice Switching Platform (MSSP) equipment or equivalent SONET/SDH equipment.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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DC Government – Office of the Chief Technology Officer NETWORK PROVISIONER

DC Government – Office of the Chief Technology Officer

CLIN: 005v/w	DATE REVISED 05/25/2005
JOB TITLE Network Provisioner	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Operations Center
REPORTS TO: NOC Manager	SUPERVISES: None

POSITION SUMMARY:

The Intermediate Network Provisioning Technician will provide operations support for provisioning SONET and IP-based services (principally VPN) during both start-up and ongoing operations for a new service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs service delivery processes (i.e., adds/moves/changes/deletes) for IP/MPLS equipment and for SONET equipment.
- Administers QoS Management processes for SONET and IP-based services to ensure that the quality of services being provided meets customer SLAs.
- Executes Inventory Management processes for SONET and IP-based services.
- Coordinates with the NOC Operations to ensure end-to-end service.
- Coordinates with a WAN group to ensure end-to-end data service.
- Provides on-call service during off-hours to remotely respond to emergencies.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate of Science or equivalent and 2-3 years of related experience.

Required Skills

- Must have experience working as a member of a team of technicians responsible for configuring SONET and IP VPN services in a service provider network.
- Must have experience with an IP provisioning system such as CiscoWorks, Cisco's ISC, Metasolv's OSA, or equivalent and a SONET provisioning system such as Cisco's Transport Manager (CTM) or its equivalent.
- Must have experience with Cisco's 7300 router, Cisco's 3550 switch or equivalent IP equipment, and Resilient Packet Rings (RPRs).
- Must have experience with Cisco's 15454 series of Multiservice Switching Platform (MSSP) equipment or equivalent SONET/SDH equipment.

Certificates, Licenses, Registrations, and/or Training

Cisco certification at the CCNA or CCNP level is a plus.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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DC Government – Office of the Chief Technology Officer NOC MANAGER

DC Government – Office of the Chief Technology Officer

CLIN: 005x/y	DATE REVISED 05/25/2005
JOB TITLE NOC Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Operations Center
REPORTS TO: Director, Network Engineering	SUPERVISES: NOC Staff

POSITION SUMMARY:

The NOC Operations Lead will provide operations leadership for managing IP and SONET-based services during both start-up and ongoing operations for a new service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports Service Delivery processes (i.e., Order Management, Service Engineering, and Network Provisioning) for SONET equipment using Cisco's Transport Management (CTM) system.
- Manages QoS processes (i.e., Customer QoS/SLA Management, Service Quality Management, and Network Performance Management) for SONET-based services to ensure that the quality of services being provided meets customer SLAs.
- Oversees Inventory (i.e., Service and Network) processes for SONET services.
- Service Cutover processes for new customers.
- Administers trouble handling (i.e., Customer Problem Handling, Service Problem Resolution, and Network Surveillance/Monitoring) processes for IP, SONET, and power equipment using HP OpenView.
- Coordinates with the IP Provisioning Lead (who will have responsibility for provisioning the IP-based services to ensure end-to-end service.
- Coordinates with a WAN group to ensure end-to-end data service.
- Provides on-call service during off-hours to remotely respond to an emergency to:

Supervisory Responsibilities

Provides management direction and counseling. Supervises NOC Technicians.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor of Science or equivalent with 5-10 years of related experience. Experience using a HP OpenView, CTM, and Business Process Management System (BPMS) to manage network operations processes is a plus.

Required Skills

- Must have experience leading a team of technicians who have responsibility for configuring SONET services in a service provider network using a SONET provisioning system such as Cisco's CTM or equivalent.
- Must have experience defining network operations processes and procedures for network operations using tools such as Visio, IGrafx's Flowcharter, or equivalent.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
SENIOR NOC TECHNICIAN**

DC Government – Office of the Chief Technology Officer

CLIN: 005z/aa	DATE REVISED 05/25/2005
JOB TITLE Senior NOC Technician	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Operations Center
REPORTS TO: NOC Manager	SUPERVISES: None

POSITION SUMMARY:

Provides operations support for managing IP and SONET-based services during both start-up and ongoing operations for a new service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages Trouble Handling processes (i.e., Customer Problem Handling, Service Problem Resolution, and Network Surveillance/Monitoring) for IP, SONET, and power equipment using HP OpenView.
- Oversees QoS Management processes (i.e., Network Performance Management) for SONET-based services to ensure that the quality of services being provided meets customer SLAs.
- Coordinates with Network Provisioning (who will have responsibility for provisioning the SONET and IP-based services to ensure end-to-end service).
- Responsible for coordination with a WAN group to ensure end-to-end data service.
- Responsible for on-call services during off-hours designated to remotely respond to emergencies.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate of Science or equivalent and 3-5 years experience. Experience using a Business Process Management System (BPMS) for network operations processes is a plus. Experience defining network operations processes and procedures for network operations using tools such as Visio, IGrafx' s Flowcharter, or equivalent is desirable.

Required Skills

- Must have experience working as a member of a team of technicians responsible for managing IP and SONET services in a service provider network using a network surveillance system such as HP's OpenView or equivalent.
- Must have experience with Cisco's Transport Manager (CTM), Cisco's 7300 router Resilient Packet Rings (RPRs), Cisco's 15454 series of Multiservice Switching Platform (MSSP) equipment, or equivalent SONET/SDH equipment.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No

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CLIN 006 - Voice Services Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
006a	Senior Manager, Voice Services	Labor Hours	\$	\$	\$
006b	Overtime Rate for Voice Services	Labor Hours	\$	\$	\$
006c*	Inventory Cutover Field Manager	Labor Hours	\$	\$	\$
006d*	Overtime Rate for Inventory Cutover Field Manager	Labor Hours	\$	\$	\$
006e*	Avaya Voice Engineer	Labor Hours	\$	\$	\$
006f*	Overtime Rate for Avaya Voice Engineer	Labor Hours	\$	\$	\$
006g	Sr. Switch Technician	Labor Hours	\$	\$	\$
006h	Overtime Rate for Sr. Switch Technician	Labor Hours	\$	\$	\$
006i*	Telecommunications Manager I	Labor Hours	\$	\$	\$
006j*	Overtime Rate for Telecommunications Manager I	Labor Hours	\$	\$	\$
006k*	Telecommunications Manager II	Labor Hours	\$	\$	\$
006l*	Overtime Rate for Telecommunications Manager II	Labor Hours	\$	\$	\$
006m*	Voice Field Technician	Labor Hours	\$	\$	\$
006n*	Overtime Rate for Voice Field Tech.	Labor Hours	\$	\$	\$
006o*^	Avaya Switch Technician I	Labor Hours	\$	\$	\$
006p*^	Overtime Rate for Avaya Switch Technician I	Labor Hours	\$	\$	\$
006q*^	Avaya Switch Technician II	Labor Hours	\$	\$	\$
006r*^	Overtime Rate for Avaya Switch Technician II	Labor Hours	\$	\$	\$
006s*	Telecommunications Field Quality Engineer	Labor Hours	\$	\$	\$
006t*	Overtime Rate for Telecommunications Field Quality Engineer	Labor Hours	\$	\$	\$
006u*	Telecommunication Process Designer	Labor Hours	\$	\$	\$
006v*	Overtime Rate for Telecommunication Process Designer	Labor Hours	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

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**DC Government – Office of the Chief Technology Officer
SENIOR MANAGER, VOICE SERVICES**

DC Government – Office of the Chief Technology Officer

CLIN: 006a/b	DATE REVISED 02/06/2005
JOB TITLE Senior Manager, Voice Services	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: Director of Operations	SUPERVISES: Supervises between 15 -30 Field Technicians

POSITION SUMMARY:

The position requirements below are stated in relation to the “end state”; i.e. when the agency is totally in place. Under general direction, manages staff engaged in telecommunications network operations; serves as a senior level manager; and performs related duties as assigned. The Senior Manager of Voice Services has responsibility for direction of network operations, repair and maintenance staff for a fiber optic transport network and PBX voice network.

The Senior Manager of Voice Services provides support to all DC agencies for voice services. This covers all moves, adds, changes, and deletes (MACD). The candidate oversees trouble handling and corrective maintenance for the customer. The Department analyzes and resolves voice service problems from the telephone exchange (Avaya PBX) to an agency's telephones (including cabling, wiring and equipment). In troubleshooting voice service problems, the Department provides the following functions: Test/analysis, dispatch, repair, and data recording.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, supervises and evaluates the work of assigned staff to include: development, implementation and monitoring of work plans to achieve organization's mission, goals and performance measures.
- Reviews and approves scheduling for transition of DC government telephone services from Verizon to new privately owned fiber optic network.
- Manages and directs Voice Services department resources and activities.
- Maintains technical approval responsibility for the design of current production work and new product development activities.
- Participates in developing and monitoring performance against the annual budget.
- Supervises, develops and implements plans, policies, systems and procedures applicable to unit responsibilities.
- Establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the human resources policies and labor contract provisions.
- Directs communication operations, maintenance and repair staff and contractors, reviews cost effectiveness of operations units, and assures compliance with current construction and operations performance standards and practices.
- Manage inventory process of DC government services to insure minimum errors during transition from Verizon to DCnet.

- Directs staff in infrastructure maintenance and repair, equipment and system installation, and disaster recovery of the District's wireline and wireless voice and data systems, including the DC Net fiber network, ensuring sufficient capacity and reliability to support the district's activities, and those of the regional system clients.
- Assists in establishing DC Net organizational goals and objectives, and in preparing the organization budget, reviewing budgetary proposals to determine priorities and appropriateness of staffing levels and equipment requests in relation to organizational operational needs and fiscal requirements.
- Performs or directs project management of large technological construction and installation projects, including contractor selection, contract negotiation, performance oversight, and compliance monitoring of engineering, construction, maintenance, restoration, repair and utility service providers.
- Initiates and monitors implementation of appropriate safety and environmental safeguards in accordance with applicable regulations and prudent professional practice to ensure that employee, citizen, and environmental hazards and impacts of operational activities are eliminated or reduced to acceptable or allowable risk levels

Supervisory Responsibilities

Provides management direction and counseling. Supervises 15-30 technicians.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a four-year college or university degree with a major in telecommunications or electrical or electronics engineering, or a closely related field with at least ten years of progressively responsible voice operations experience, including at least four years at the management or senior level management experience. This experience must have been in a local exchange carrier with business customer service responsibility. Management of premise wiring and desk set installation and repair is **REQUIRED**. Management of cable (copper or fiber) construction/maintenance is **HIGHLY DESIRABLE**. Experience in Project management methods and practices for planning, budgeting, scheduling, monitoring performance and evaluating results.

Required Skills

- Must have skill in communications network operations management, design and operational principles, practices, materials, costs, construction techniques, current trends, regulations, standards and equipment.
- Must possess knowledge of safety and environmental regulations, laws and practices governing operational activities and related potential employee, citizen and environmental effects and their mitigation.
- Must have the ability to manage budgets, personnel, cost control and administrative practices and policies.
- Must possess information technology and computer capabilities applicable to functional responsibilities.
- Must have the ability to manage, direct and control the activities of subordinate supervisors and staff efforts to plan, assign, and coordinate the work of field, professional and technical subordinates.

- Must possess the ability to direct the application of federal, state and city laws, codes, standards and specifications applicable to the area of specialization.
- Must possess the ability to direct and review the preparation and interpretation of communication engineering and system design plans and specifications, codes, regulations and complex technical documents.
- Must be able to communicate effectively orally and in writing, including scientific and technical matters to non-technical individuals.
- Must be able to interact effectively, engage in or direct problem-solving processes.
- Must have the ability to establish and maintain effective working relationships with a diverse workforce and community.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work must be performed on District premises unless specifically authorized
- Person is billable at a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Deputy CTO. (The “normal business hours” of OCTO are determined to be 8:30 AM to 5:30 PM with a one-hour lunch.). On-call, holiday or work after normal hours may be required.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
INVENTORY/CUTOVER FIELD MANAGER**

DC Government – Office of the Chief Technology Officer

CLIN: 006c/d	DATE REVISED 05/25/2005
JOB TITLE Inventory/Cutover Field Manager (2-DCI)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice
REPORTS TO: Senior Manager, Voice Services	SUPERVISES: None

POSITION SUMMARY:

Supports the Voice Implementation Engineer in performing oversight and quality assurance for MCI inventory and cutover activities performed *in the field* and in post cutover onsite troubleshooting. Secondary responsibilities include organizing inventory and port order data.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides quality assurance on activities performed by and deliverables provided by MCI's subcontractors.
- Manages activities of DC-NET personnel conducting inventory and cutover activities.
- Coordinates receipt of inventory deliverables from both DC-NET directs and MCI.
- Coordinates manpower needs for inventory and cutover for both DC-NET directs and MCI.
- Audits, manages, and reconciles discrepancies found in inventories from both DC-NET directs and MCI.
- Interfaces with DC-NET customers at pre-site inventories and as needed.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have the minimum of a High School Diploma or equivalent plus 5 years field telephone installation and repair experience.

Required Skills

- Must have knowledge of and adherence to accepted telecommunications codes, standards, and practices.
- Must be proficient in using telecom tools used in the installation and repair of ISDN, analog, digital, and VoIP telephone service.
- Must be proficient in operating ISDN telecom test equipment and personal computers.
- Must be proficient in Microsoft Office products, especially Excel.
- Must demonstrate good organizational skills.
- Must be detailed oriented.

Certificates, Licenses, Registrations, and/or Training

ISDN certification is preferred.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
AVAYA VOICE ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 006e/f	DATE REVISED 2/6/2006
JOB TITLE Avaya Voice Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: Senior Manager, Voice Services	SUPERVISES:

POSITION SUMMARY:

The Avaya Voice Engineer will work within the Engineering group of DC-NET to provided detailed voice equipment designs, specification, configuration, engineering and implementation of Avaya voice platforms onto DC-NET' s data infrastructure. The position will also require support moving existing Verizon customers onto DC-NET' s Voice Infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for Avaya voice system integrity, health and maintenance, making recommendations to management and making system upgrades, patches, enhancements as required meeting the growing voice demands of DC-NET' s customer base.
- Provides liaison support with MCI on PSTN trunking and PRI requirements.
- Designs, configures, implements, maintains and trouble shoots Avaya equipment, systems, software, trunking and network integration.
- Makes recommendations to management and system upgrades, patches, enhancements as required to meet the growing voice demands of DC-NET' s customer base.
- Produces Network Diagrams and documentation.
- Interprets customer requirements into Implementation guidelines.
- Provides escalation support to DC-NET NOC.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have an Associates Degree in Computer Science, Engineering Management, Telecommunications or a related field and 3-5 years related experience. Must have VOIP implementation experience.

Required Skills

- Person has to be detail oriented and able to work within tight deadlines.
- Must possess skill with Avaya S8700/8300/8500 voice switching platforms.
- Must possess skill with Avaya G650 and other similar voice gateways.
- Must possess skill with Avaya Communication Manager 2.X, 3.X.
- Must possess skill with Avaya Modular Messaging Systems.
- Must possess skill with Avaya IP telephony IP, Digital and ISDN.
- Must possess skill with IP Voice trunking.

Certificates, Licenses, Registrations, and/or Training

CCNA or equivalent experience.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-Call, After and Holiday hours may be required.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
SENIOR SWITCH TECHNICIAN**

DC Government – Office of the Chief Technology Officer

CLIN: 006g/h	DATE REVISED 06/17/2005
JOB TITLE Senior Switch Technician	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Voice Services
REPORTS TO: Sr Manager Voice Network Services	SUPERVISES: N/A

POSITION SUMMARY:

Evaluates, designs, documents, installs, implements, test, performs problem installation, and resolution, monitors, configures, standards and maintains a complex range of computer data networking components and systems The Senior Switch Technician will work within the Engineering group of DC-NET to provided detailed voice equipment designs, specification, configuration, engineering and implementation of Avaya voice platforms onto DC-NET' s data infrastructure. The position will also require support moving existing Verizon customers onto DC-NET' s Voice Infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for Avaya voice system integrity, health and maintenance, making recommendations to management and making system upgrades, patches, enhancements as required meeting the growing voice demands of DC-NET' s customer base.
- Provides liaison support with MCI on PSTN trunking and PRI requirements.
- Designs, configures, implements, maintains and trouble shoots Avaya equipment, systems, software, trunking and network integration.
- Makes recommendations to management and system upgrades, patches, enhancements as required to meet the growing voice demands of DC-NET' s customer base.
- Produces Network Diagrams and documentation.
- Interprets customer requirements into Implementation guidelines.
- Provides escalation support to DC-NET NOC.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs functions across a wide range of network facilities including physical media, protocol stacks, hubs, router, bridges, gateways, digital servers, linedrivers, telecommunications transport facilities, mainframe VTAM, NCP and related software and hardware, and network management components.
- Provides client consulting and training on the interfacing and user of the network facilities.
- Plans and coordinates computer network initiatives.
- Researches, evaluates, and recommends new computer or data networking equipment and technologies.
- Utilizes monitoring, performance analysis, network management; software and hardware equipment to trouble shoot and isolate problems, gauge network performance, and trace data and protocol activities.

- Devises solutions to operational problems within the capacity and operational limitation of installed equipment.
- Develops and executes contingency plans for network software and hardware failures including isolated and major outages.
- Provides internal consulting, technical guidance, information and support to application developers, computer operations, workstation support, company management and departmental clients.
- Performs tests, fault isolation and resolution on various Cisco routers and switches as part of a global network.
- Monitors, trouble shoots, and resolves network problems.
- Performs these functions across a wide range of network facilities & equipment, including physical media (copper, fiber, satellite) and multiplexers, csu's, sonet and ATM devices.
- Utilizes monitoring, performance analysis and network management equipment to trouble shoot, isolate problems and gauge network performance.
- Serves as a technical resource for a large geographical area.

Supervisory Responsibilities

N/A

QUALIFICATIONS

Education and/or Experience

Requires Bachelor's degree or equivalent experience, and 2+ of related (telecommunication analysis) experience. Must have Cisco product experience including the 2500, 4000, 7200, 7500 Series and 6500 Series Catalyst routers

Required Skills

- Should also be familiar with the Cisco BPX, MGX & IGX switches.
- Should have basic communication and Wide Area Network troubleshooting skills.
- Must be able to work in a mixed customer/contractor environment and possess good communications skills.
- Requires working knowledge and experience with the AVAYA S8700 series switch or Meridian-series PBX (maintenance, operations, and administration)--experience with both is highly desirable.
- Working knowledge of transport, translation tables, Octel voicemail systems, HDSL, DS-1, DS-3, and various other 4 wire circuits is highly desirable.

Certificates, Licenses, Registrations, and/or Training

CISCO CCNA certification (CCIE preferable) and Driver' s License

Physical Demands

N/A

SECURITY SENSITIVE:

Applicants selected will be subject to a government security investigation and must meet eligibility requirements for access to classified information. US Citizenship required

DC Government – Office of the Chief Technology Officer TELECOMMUNICATIONS MANAGER I

DC Government – Office of the Chief Technology Officer

CLIN: 006i/j	DATE REVISED 02/7/06
JOB TITLE Telecommunications Manager I	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Voice Services
REPORTS TO: Sr Manager Voice Network Services	SUPERVISES: 28 Field Technicians 3 Call Takers 2 Programmers

POSITION SUMMARY:

Manages a team of telecommunications technicians and analysts who maintain and support voice, data and video communication systems within the organizations. Identifies issues and appropriate courses of actions. Researches and oversees implementation of new technologies. May require a bachelor's degree and at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices and procedures. Relies on extensive experience and judgement to plan and accomplish goals. Performs a variety of tasks. Leads and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Documents and maintains the status of issues from planning through completion, resolving and updating project definitions if necessary.
- Assists DC-NET manage Field Sites; accessing and resolving all change requests and determines the impact on the project timeline and other deliverables.
- Receives status reports from team members.
- Creates status reports for sponsors and stakeholders.
- Performs ongoing updates for metrics reporting as assigned or requested.
- Attends status meetings with customers and stakeholders.
- Documents all OSHA safety requirement reviews required of the DC government Safety program.
- Administers ongoing risk assessment through identification of alternatives for identified risks and evaluate the project for new risks.
- Documents management as required by the customer, who may include document repository, standards, evaluations of existing document management processes and recommending updates.
- Assists in day-to-day operational management of DC-NET government telecommunications infrastructure.
- Performs miscellaneous job-related duties as assigned, including site visits.
- Serve as a central Point of Contact for voice related issues to the following groups within the DCNET organization: Business Operations, Customer Care, Engineering, Network Operations, Finance and Disaster Relief Team.

- Supervise and dispatch help desk call center team in processing and resolving Remedy trouble tickets, BizFlow/RTS work orders, escalations, and all trouble handling procedures.
- Created and developed the Standard Operations Procedures for the BizFlow Process Management System, Disaster Relief Protocols, and Remedy Trouble Ticket Database and Alarm Reports for the NOC team.
- Supervised the Network, Engineering and Subcontractor teams during crucial Network cutovers for DCNET Voice Operations.
- Developed and maintained with the Engineering team, all customers' IDF's to adhere to all Bicsi, NEC and OSHA regulations which aided in the design of complex cabling infrastructures and deployment of telecommunications products with emphasis on PBX's.
- Served as a Asset Manager and single POC for all Vendor and Subcontractor Purchased Orders, quotes and Equipment Warranties.
- Process MACD's for the DCNET Voice Operations Team on the Avaya software management systems for the S8300, S8500, S8700 and S8710 switches. These management systems are vital to the Voice Team and are how the team interacts with the switches on the network. Avaya Site Administrator, Multi-Site Administrator, Avaya Intergraded Manager (web based), VoIP Monitoring Manager, and Voice Announcement Manager are the operations systems.
- Draft up various MOP's for all wiring or installation of equipment within out customer's sites.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree in a related field and 5-10 years of relevant experience.

Required Skills

- Must possess knowledge of BICSI standards with regard to telecommunication wiring.
- Must possess demonstrated customer service skills with the ability to meet multiple deadlines.
- Must have a strong broadly-based knowledge of telecommunications systems and services including features, design and performance/quality standards.
- Must have records maintenance skills.
- Must possess the ability to analyze and interpret the needs of customers and offer appropriate solutions.
- Must possess skill in organizing resources and establishing priorities.
- Must have strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in diverse organizations.
- Must have the ability to use relational databases and common Windows-based software programs.
- Must have the ability to gather and compile data and prepare reports.
- Must have the ability to communicate effectively, both orally and in writing.
- Must possess knowledge of procurement rules and regulations.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET' s hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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DC Government – Office of the Chief Technology Officer TELECOMMUNICATIONS MANAGER II

DC Government – Office of the Chief Technology Officer

CLIN: 006k/I	DATE REVISED 02/7/06
JOB TITLE Telecommunications Manager II	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Voice Services
REPORTS TO: Sr Manager Voice Network Services	SUPERVISES: 28 Field Technicians

POSITION SUMMARY:

Manages a team of telecommunications technicians and analysts who maintain and support voice, data and video communication systems within the organizations. Identifies issues and appropriate courses of actions. Researches and oversees implementation of new technologies. May require a bachelor's degree and at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices and procedures. Relies on extensive experience and judgement to plan and accomplish goals. Performs a variety of tasks. Leads and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for process and procedure development for telephone equipment installation and repair work flows.
- Updates work schedules and producing status reports.
- Manages communications to include:
- Creates status reports for sponsor and stakeholders.
- Presents project status to upper management
- Oversees ongoing updates for metrics reporting as assigned or requested.
- Attends status meetings with customer and stakeholders.
- Administers continual risk mitigation through identification of alternatives and escalation of issues beyond the positions control.
- Performs miscellaneous job-related duties as assigned. Documents and maintains the status of issues from planning through completion, resolving and updating project definitions if necessary.
- Assists DC-NET manage Field Sites; accessing and resolving all change requests and determines the impact on the project timeline and other deliverables.
- Receives status reports from team members.
- Creates status reports for sponsors and stakeholders.
- Performs ongoing updates for metrics reporting as assigned or requested.
- Attends status meetings with customers and stakeholders.
- Documents all OSHA safety requirement reviews required of the DC government Safety program.
- Administers ongoing risk assessment through identification of alternatives for identified risks and evaluate the project for new risks.
- Documents management as required by the customer, who may include document repository, standards, evaluations of existing document management processes and recommending updates.

- Assists in day-to-day operational management of DC-NET government telecommunications infrastructure.
- Performs miscellaneous job-related duties as assigned, including site visits.
- Serve as a Point of Contact for voice related issues to the following groups within the DCNET organization: Business Operations, Customer Care, Engineering, Network Operations, Finance and Disaster Relief Team.
- Supervise and dispatch help desk call center team in processing and resolving Remedy trouble tickets, BizFlow/RTS work orders, escalations, and all trouble handling procedures.
- Created and developed the Standard Operations Procedures for the BizFlow Process Management System, Disaster Relief Protocols, and Remedy Trouble Ticket Database and Alarm Reports for the NOC team.
- Supervised the Network, Engineering and Subcontractor teams during crucial Network cutovers for DCNET Voice Operations.
- Developed and maintained with the Engineering team, all customers' IDF's to adhere to all Bicsi, NEC and OSHA regulations which aided in the design of complex cabling infrastructures and deployment of telecommunications products with emphasis on PBX's.
- Served as a Asset Manager and single POC for all Vendor and Subcontractor Purchased Orders, quotes and Equipment Warranties.
- Process MACD's for the DCNET Voice Operations Team on the Avaya software management systems for the S8300, S8500, S8700 and S8710 switches. These management systems are vital to the Voice Team and are how the team interacts with the switches on the network. Avaya Site Administrator, Multi-Site Administrator, Avaya Intergraded Manager (web based), VoIP Monitoring Manager, and Voice Announcement Manager are the operations systems.
- Draft up various MOP's for all wiring or installation of equipment within out customer's sites.

Supervisory Responsibilities

N/A

QUALIFICATIONS

Education and/or Experience

Bachelor's degree or work experience which specifically relates to this area. 3-5 years in a Local Exchange Carrier or enterprise PBX environment performing or supervising installation and repair of telephone equipment and wiring. Telecommunications product knowledge in ISDN, Centrex, PBX, Data, and IP etc. Familiar with OSHA requirements as they relate to telephone equipment installation and repair.

Required Skills

- Must possess excellent writing skills.
- Must have a solid understanding of Standards, Codes, and Methodologies such as the following: ANSI/TIA/EIA-568-A, 569-A, 570-A, 606, 607; TIA/EIA TSB 67, 72, 75, 95; ANSI/TIA - 526-7, AND 14A; National Electrical Code; National Fire Protection Code; BICSI TDMM and LAN and Internetworking Design Manual overview.
- Must have knowledge of current technological developments/trends in area of expertise.
- Must have demonstrated team working skills with the ability to meet multiple deadlines.
- Must possess strong broadly-based knowledge of telecommunications systems and services including features, design and performance/quality standards.
- Ability to analyze and interpret the needs of customers and offer appropriate solutions.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in diverse organizations.
- Ability to use common Windows-based software programs (e.g. MS Word, MS Excel, MS Project, MS Power Point).

- Ability to gather and compile data and prepare reports.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of procurement rules and regulations.

Certificates, Licenses, Registrations, and/or Training

BICSI certification and Driver' s License

Physical Demands/Working Conditions

Must be able to work on and climb ladders; and carry 50 lbs.

DC-NET' s hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: Must be able to gain access to DC govt buildings.

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DC Government – Office of the Chief Technology Officer VOICE FIELD TECHNICIAN

DC Government – Office of the Chief Technology Officer

CLIN: 006m/n	DATE REVISED 02/7/06
JOB TITLE Voice Field Technician (28)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Network Voice Services
REPORTS TO: Telecommunication Managers	SUPERVISES: N/A

POSITION SUMMARY:

Individual will possess a thorough knowledge of the telecommunications infrastructure and utilize this knowledge to install Structured Premises Cabling Systems such as entrance facilities, backbone and horizontal distribution, work area outlets, equipment rooms, telecommunications rooms and cross-connects main, intermediate, and horizontal. Incumbent will have a solid understanding of Standards, Codes, and Methodologies such as the following: ANSI/TIA/EIA-568-A, 569-A, 570-A, 606, 607; TIA/EIA TSB 67, 72, 75, 95; ANSI/TIA - 526-7, AND 14A; National Electrical Code; National Fire Protection Code; BICSI TDM and LAN and Internetworking Design Manual overview. Performs miscellaneous ISDN and wiring tasks that are not covered by the MCI contract. Examples include installing test phones, troubleshooting cutover related outages not caused by MCI, re-inventorying stations that were changed between the MCI inventories and cutover, etc.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Reads plans and determines appropriate cable pathway locations, provides design suggestions as necessary.
- Works with other trades to establish schedules, manage financial aspects of assigned projects, provide accurate communications to management as to status of projects, establish and maintain good customer relationships with senior customer management.
- Directs and leads others in performance of daily duties.
- Provides input to project/program managers for evaluation purposes of assigned work crews.
- Ensures that requests and questions are promptly resolved.
- Ensures safety by complying with OSHA, performing common safety practices, using personal protective equipment and being aware of hazardous environments.
- Displays professionalism by maintaining customer relations, a professional appearance and good communication skills.
- Maintains paperwork for all assigned projects including the documentation of test results and as-builts.
- Maintains financial control for assigned projects.
- Responsible for applying the principle of TQM (Total Quality Management) in daily efforts, including attention to processing, customer service, and continuous improvement.
- May perform other related duties as assigned.
- Assists the Inventory/Cutover Field Manager in the reconciliation of discrepancies found in inventories from both DC-NET directs and MCI.
- Assists during cutover with any duties not in the MCI SOW.

- Assists with any special projects.
- Performs emergency repairs and/or tasks deemed to be the responsibility of the Voice Service Transition team.

Supervisory Responsibilities

None

QUALIFICATIONS

Education and/or Experience

High school diploma or equivalent and a minimum of three (3) years of recent, verifiable telecommunications / low voltage cabling and 5 years field telephone installation and repair, as well as 2 year ISDN experience.

Required Skills

- Solid understanding of Standards, Codes, and Methodologies such as the following: ANSI/TIA/EIA -568-A, 569-A, 570-A, 606, 607; TIA/EIA TSB 67, 72, 75, 95; ANSI/TIA - 526-7, AND 14A; National Electrical Code; National Fire Protection Code; BICSI TDM and LAN and Internetworking Design Manual overview. Technical education would be beneficial
- Successful completion of BICSI's Installer, Level 2 training or equivalent experience, and on-the-job training.
- Have a thorough understanding of how to read plans and specifications including blueprints and construction specifications and work with other trades in the completion of an infrastructure installation.
- Have a thorough knowledge of the characteristics of various types of media such as emerging technologies, twisted-pair (UTP, ScTP, STP-A), color codes, categories of cables (3-5+), coaxial, and optical fiber cables (single-mode and multi-mode).
- Thorough understanding of transmission characteristics of AC/DC (analog/digital signals, copper cable media, optical fiber media, cable bandwidth megahertz vs. megabits per second and digital signaling) and the basic design and installation of grounding, bonding, and electrical protection.
- Understanding of a LAN including LAN characteristics, physical and logical typologies, Ethernet (Thicknet, Thinnet, 10BASE-T, 100BASE-T, and Token Ring) LAN cabling systems and the components of a LAN OSI model (LAN hardware and software).
- Experience in preparing for installation by performing space and pathway design, developing a job plan, site surveying, building closets (mounting equipment racks/establish equipment locations), installing ground infrastructure, installing support infrastructure and preparing work area outlets.
- Knowledge of firestopping and cable termination (pre-termination functions forming, dressing, fanning and labeling cables, copper cable termination UTP [Krone, BIX, 110, 66, STP-A], copper crimp and coaxial cable termination).
- Experience in splicing and troubleshooting copper and optical fiber cable as well as performing cable testing and certification using a light source and power meter and OTDR testing.
- Experience in performing retrofits and system upgrades by identifying active circuits, performing cutovers and removing abandoned cable.
- Must be able to work well with others, be a self-starter, take direction well from others, have the ability to manage others and understand financial controls. Must possess knowledge of and adherence to accepted telecommunications codes, standards, and practices.

- Must be proficient in operating ISDN telecom test equipment in addition to using telecom tools used in the installation and repair of ISDN, analog, digital, and VoIP telephone service.
- Must demonstrate good organizational skills and accuracy to detail.

Certificates, Licenses, Registrations, and/or Training

BICSI certification and Driver' s License Must be able to pass a background investigation.

Physical Demands/Working Conditions

Must be able to work on and climb ladders; and carry 50 lbs.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday, but some on-call, after-hours and/or holiday work may be required..

SECURITY SENSITIVE:

Must be able to gain access to DC government buildings.

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**DC Government – Office of the Chief Technology Officer
AVAYA SWITCH TECHNICIAN I**

DC Government – Office of the Chief Technology Officer

CLIN: 006o/p	DATE REVISED 4/5/2006
JOB TITLE Avaya Switch Technician I	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: Senior Manager Voice Services	SUPERVISES: None

POSITION SUMMARY:

The Avaya Switch Technician will perform as matrixed resource under DC-NET supervision utilizing DC NET processes and procedures. He/She designs, configures, implements, maintains and trouble shoots Avaya equipment, systems, software, trunking and network integration. The candidate must be fully trained and certified by Avaya and possess the experience and skills required to complete tasks associated with the S87XX equipment, Avaya S3400 message equipment and associated equipment provided by Avaya to the District government.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs quality checks of field installation and repair of telephone services against written standards.
- Responsible for voice system transport over the Cisco IP Network.
- Performs end to end trouble shooting and performance analysis of voice and network related traffic.
- Makes recommendations to management and system upgrades, patches, enhancements as required to meet the growing voice demands of DC-NET' s customer base.
- Designs, configures, implements, maintains and trouble shoots Avaya equipment, systems, software, trunking and network integration
- Installs and configures Avaya Gateways' s.
- Produces Network Diagrams and documentation.
- Interprets customer requirements into Implementation guidelines.
- Provides escalation support to DC-NET NOC.
- Perform moves, add, changes, and disconnects (MACD).
- Technicians are required to provide tools to perform their responsibilities.
- Install, move, disconnect, test and repair of inside wire and voice terminals.
- Configure, install, move or disconnect Avaya supported products at customer premises.
- Substitute or modify features on voice terminals (ISDN and basic business terminals).
- Preventive maintenance, as required and remedial maintenance of the Avaya supported products.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Candidate must have a Bachelor's degree or equivalent relevant experience. Must possess 3-5 years in a Local Exchange Carrier or enterprise PBX environment performing or supervising installation and repair of telephone equipment and wiring. Must have telecommunications product knowledge in ISDN, Centrex, PBX, Data, IP etc.

Required Skills

- Must be fully trained and certified by Avaya and possess the experience and skills required to complete tasks associated with the S87XX equipment, Avaya S3400 message equipment and associated equipment provided by Avaya to the District government
- Must be familiar with BICSI standards and Registered Communications Distribution Designer (RCDD) certification is desired.
- Must have knowledge of current technological developments/trends in area of expertise.
- Must have demonstrated team working skills with the ability to meet multiple deadlines.
- Must possess a strong broadly-based knowledge of telecommunications systems and services including features, design and performance/quality standards.
- Must have the ability to analyze and interpret the needs of customers and offer appropriate solutions.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in diverse organizations.
- Must have the ability to use common Windows-based software programs (e.g. MS Word, MS Excel, MS Project, MS Power Point).
- Must possess the ability to gather and compile data and prepare reports.
- Must have the ability to communicate effectively, both orally and in writing.

Certificates, Licenses, Registrations, and/or Training

Must be Avaya certified

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technicians operating motor vehicles are to be properly licensed and trained regarding the safe operation of these vehicles.

Work must be performed on District premises unless specifically authorized

Person is billable at a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Deputy CTO. (The "normal business hours" of OCTO are determined to be 8:30 AM to 5:30 PM with a one-hour lunch.). On-call, holiday or work after normal hours may be required.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
AVAYA SWITCH TECHNICIAN II**

DC Government – Office of the Chief Technology Officer

CLIN: 006q/r	DATE REVISED 4/5/2006
JOB TITLE Avaya Switch Technician II	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: Senior Manager Voice Services	SUPERVISES: None

POSITION SUMMARY:

The Avaya Switch Technician will perform as matrixed resource under DC-NET supervision utilizing DC NET processes and procedures. He/She designs, configures, implements, maintains and trouble shoots Avaya equipment, systems, software, trunking and network integration. The candidate must be fully trained and certified by Avaya and possess the experience and skills required to complete tasks associated with the S87XX equipment, Avaya S3400 message equipment and associated equipment provided by Avaya to the District government.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs quality checks of field installation and repair of telephone services against written standards.
- Updates work schedules and produce status reports.
- Creates status reports for sponsor and stakeholders.
- Presents project status to upper management
- Attends status meetings with customer and stakeholders.
- Performs miscellaneous job-related duties as assigned.
- Performs moves, add, changes, and disconnects (MACD).
- Installs, moves, disconnects, tests and repairs inside wire and voice terminals.
- Configures, installs, moves or disconnects Avaya supported products at customer premises.
- Substitutes or modifies features on voice terminals (ISDN and basic business terminals).
- Performs preventive maintenance, as required and remedial maintenance of the Avaya supported products.
- Isolates troubles to facilities or other vendor-provided equipment connected to the Avaya equipment supported by DCNET' s agreement and notification to DCNET of the troubles.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Candidate must have a Bachelor's degree or equivalent relevant experience. Must have 3-5 years in a Local Exchange Carrier or enterprise PBX environment performing or supervising installation and repair of telephone equipment and wiring. Telecommunications product knowledge in ISDN, Centrex, PBX, Data, IP etc is required

Required Skills

- Must be fully trained and certified by Avaya and possess the experience and skills required to complete tasks associated with the S87XX equipment, Avaya S3400 message equipment and associated equipment provided by Avaya to the District government.
- Must be familiar with OSHA requirements as they relate to telephone equipment installation and repair.
- Must be familiar with BICSI standards and Registered Communications Distribution Designer (RCDD) certification is desired.
- Must have knowledge of current technological developments/trends in area of expertise.
- Must have demonstrated team working skills with the ability to meet multiple deadlines.
- Must possess a strong broadly-based knowledge of telecommunications systems and services including features, design and performance/quality standards.
- Must have the ability to analyze and interpret the needs of customers and offer appropriate solutions.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in diverse organizations.
- Must have the ability to use common Windows-based software programs (e.g. MS Word, MS Excel, MS Project, MS Power Point).
- Must possess the ability to gather and compile data and prepare reports.
- Must have the ability to communicate effectively, both orally and in writing.

Certificates, Licenses, Registrations, and/or Training

Must be Avaya certified

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technicians are required to provide tools to perform the above responsibilities. Technicians are required to have reliable transportation to get to and from governments sites. Technicians operating motor vehicles are to be properly licensed and trained regarding the safe operation of these vehicles.

Work must be performed on District premises unless specifically authorized

Person is billable at a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Deputy CTO. (The "normal business hours" of OCTO are determined to be 8:30 AM to 5:30 PM with a one-hour lunch.). On-call, holiday or work after normal hours may be required.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
TELECOMMUNICATIONS FIELD QUALITY ENGINEER**

DC Government – Office of the Chief Technology Officer

CLIN: 006s/t	DATE REVISED 05/25/2005
JOB TITLE Telecommunications Field Quality Engineer (2)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: Senior Manager Voice Services	SUPERVISES: None

POSITION SUMMARY:

Oversees telecommunications projects for DC-NET Network Services under the District of Columbia Government for the Office of the Chief Technology Officer. Provides support during the initial planning and the development of all DC-NET project deliverables. Conducts Field Site reviews, updates the work plan, manages issues, scope change communications for Change Control Board, risk, documents, enforce OSHA safety policy, performs random monthly quality performance views for vendor installations and providing metrics as to agreed to in the client work plan. Provides assistance in the day-to-day operational management of DC-NET government telecommunications infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Documents and maintains the status of issues from planning through completion, resolving and updating project definitions if necessary.
- Assists DC-NET manage Field Sites; accessing and resolving all change requests and determines the impact on the project timeline and other deliverables.
- Receives status reports from team members.
- Creates status reports for sponsors and stakeholders.
- Performs ongoing updates for metrics reporting as assigned or requested.
- Attends status meetings with customers and stakeholders.
- Documents all OSHA safety requirement reviews required of the DC government Safety program.
- Administers ongoing risk assessment through identification of alternatives for identified risks and evaluate the project for new risks.
- Documents management as required by the customer, who may include document repository, standards, evaluations of existing document management processes and recommending updates.
- Assists in day-to-day operational management of DC-NET government telecommunications infrastructure.
- Performs miscellaneous job-related duties as assigned, including site visits.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree in a related field and 5-10 years of relevant experience.

Required Skills

- Must possess knowledge of BICSI standards with regard to telecommunication wiring.
- Must possess demonstrated customer service skills with the ability to meet multiple deadlines.
- Must have a strong broadly-based knowledge of telecommunications systems and services including features, design and performance/quality standards.
- Must have records maintenance skills.
- Must possess the ability to analyze and interpret the needs of customers and offer appropriate solutions.
- Must possess skill in organizing resources and establishing priorities.
- Must have strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in diverse organizations.
- Must have the ability to use relational databases and common Windows-based software programs.
- Must have the ability to gather and compile data and prepare reports.
- Must have the ability to communicate effectively, both orally and in writing.
- Must possess knowledge of procurement rules and regulations.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SECURITY SENSITIVE: No.

**DC Government – Office of the Chief Technology Officer
TELECOMMUNICATIONS PROCESS DESIGNER**

DC Government – Office of the Chief Technology Officer

CLIN: 006u/v	DATE REVISED 05/25/2005
JOB TITLE Telecommunications Process Designer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Services
REPORTS TO: Senior Manager, Voice Services	SUPERVISES: None

POSITION SUMMARY:

Develops and documents processes, including work flow diagrams, and procedures for telecommunications projects in DC-NET Network Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops processes and procedures for telephone equipment installation and repair work flows.
- Updates work schedules and produces status reports.
- Creates status reports for sponsors and stakeholders.
- Presents project status to upper management
- Provides ongoing updates for metrics reporting as assigned or requested.
- Attends status meetings with customers and stakeholders.
- Works within the process flow of the circuit installations communications via ASRs, RTS, and all other related systems.
- Receives ASR's for voice service estimates.
- Performs walk thru (when required) for new voice service projects (install / engineering and provisioning work orders)
- Tracks following performance indicators and failure analysis: % Due Dates on time, # dispatches per order (with analysis) and MTTR (mean time to repair).
- Assists in coordination of cutover process (in accordance with cutover project manager).
- Validates and interprets types of work orders and resources needed for ASR.
- Oversees procurement for Bill of Materials (BOM) for installation.
- Creates and maintains material inventory and tracking systems.
- Maintains internal spreadsheet and databases for project tracking etc.
- Ensures that all requirements and responsibilities of the Provisioning Services team are performed within the agreed-upon intervals and such information is properly and professionally conveyed upwards, routinely.
- Inquires on step and project estimation for new projects.
- Completes checklists and evaluates contractor performance on projects.
- Interfaces with customers for Customer/Survey responses.
- Serves as a liaison between Agency, DC-NET and the Contractor.
- Ensures consistent flow of information to all applicable parties.
- Inputs data into various DCNet databases (Remedy, Bisflow, etc.)
- Notifies managers of existing or potential service problems.
- Performs other duties as assigned.

- Manage communications to include: Continual risk mitigation through identification of alternatives and escalation of issues beyond the positions control.
- Performs miscellaneous job-related duties as assigned.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree in a related field and 3-5 years in a Local Exchange Carrier or enterprise PBX environment performing or supervising installation and repair of telephone equipment and wiring.

Skills

- Must possess excellent writing skills (samples will be requested).
- Familiarity with BICSI standards and Registered Communications Distribution Designer (RCDD) certification is desired.
- Must possess knowledge of current technological developments/trends in customer premise equipment and wiring.
- Must have demonstrated team working skills with the ability to meet multiple deadlines.
- Must possess telecommunications product knowledge in areas such as ISDN, Centrex, PBX, Data, IP etc.
- Must be familiar with OSHA requirements as they relate to telephone equipment installation and repair.
- Must possess the ability to analyze and interpret the needs of customers and offer appropriate solutions.
- Must possess strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in diverse organizations.
- Must possess the ability to use common Windows-based software programs (e.g. MS Word, MS Excel, MS Project, MS Power Point, Visio).
- Must have the ability to gather and compile data and prepare reports.
- Must have the ability to communicate effectively, both orally and in writing.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-call, after-hours or holiday work may be required.

SECURITY SENSITIVE: No.

CLIN 007 - Operational Support Systems Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
007a	Senior Manager, Systems	Labor Hour	\$	\$	\$
007b	OSS Database Administrator	Labor Hour	\$	\$	\$
007c	Senior Systems Administrator	Labor Hour	\$	\$	\$
007d	Senior Systems Analyst OSS Tool	Labor Hour	\$	\$	\$
007e	Systems Administrator	Labor Hour	\$	\$	\$
007f	TIPP Systems Administrator Production	Labor Hour	\$	\$	\$
007g	Overtime Rate for TIPP Systems Administrator Production	Labor Hour	\$	\$	\$
007h	TIPP Systems Administrator II Production	Labor Hour	\$	\$	\$
007i	Overtime Rate for TIPP Systems Administrator II Production	Labor Hour	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

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DC Government – Office of the Chief Technology Officer

CLIN: 007a	DATE REVISED 2/8/2006
JOB TITLE Senior Manager Systems	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: District Director Telecommunications	SUPERVISES: 7 Analysts & Administrators

POSITION SUMMARY:

Provides Direction over the installation, configuration and administration of the Sun Solaris Unix operating system for NMS servers along with various UNIX applications providing technical support to operational support system users. Oversees the TIPP system maintenance, installation and configuration upgrades to the hardware and software application, along with providing technical support to system users. Supervises the administration of database systems used by OSS systems managing DCNET. That includes billing, provisioning, facilities, and all other database applications used DC-NET operations. Manages the system architecture support for future enhancement planning.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages the OS of all UNIX servers along with managing the Unix applications and their configuration.
- Provides instruction and guidance to the project team to test and validate interfaces between the element managers and HP OV in addition to ensuring that the cluster configurations meet failover and stability expectations.
- Monitors, troubleshoots and administers UNIX operational support system applications operating systems and networks.
- Applies a wide variety of computer programming languages. (i.e. C/C++, Unix).
- Manages the scripting environment in addition to developing new scripts as required.
- Responsible for the monitoring and maintenance of local and wide area networks.
- Recommends, designs, implements and oversees installation of UNIX system hardware and software updates and patches.
- Designs and builds cabling infrastructure to meet electronic communication needs. Works with Release Management and Change Management to implement changes to be deployed to the OSS.
- Coordinates and manages the configuration of CTM, CW2000 and other OSS element managers.
- Responsible for the development and validation of interfaces between the element managers and HP OV in addition to writing scripts and rule sets to customize the OSS to fit the requirements of those responsible for monitoring the various networks and review changes to the EMS Tool Engineering methods and processes.
- Reviews new requirements generated through the SLM SLA/OLA development process, and recommends changes to provide measurement and reporting for these metrics while working with Availability Management, Capacity Management, Service Level Management, Network Operations and Security Management to ensure the OSS meets their requirements.
- Analyzes and reviews new initiatives from PMO or engineering for impact on OSS architecture and processes, maintains the CMDB data model, designs regular management reports and

provides input to the Manager of Service Management to help develop OSS Tool Engineering policies.

- Manages DCNET OSS all database management and operations systems, such as Cisco Transport Manager and other in house applications.
- Provides system maintenance, including system upgrades or change recommendations, securing maintenance contracts, monitoring user licenses, and compliance with licensing terms and conditions.
- Supplies standard reports, non-standard reports, ad hoc data requests, and completes specialized data requests and reports on an as needed basis.
- Tracks and manages custom system changes to maintain integrity of database applications during maintenance and upgrade activities.
- Ensures proper user operations and usage of the system by providing training and assistance as needed.
- Responsible for the TIPP data bases and software applications.
- Responsible for all DC-NET software upgrades.
- Responsible for monitoring, maintaining and administering the TIPP software application and database.
- Oversees technical support operations to the RTS user community.
- Coordinates with the billing group to produce agency bills and associated reports.
- Responsible for monitoring, maintaining and administering the MSPS and TIPP server hardware and interfaces.
- Recommends, designs, implements and manipulates Oracle database system software and manages overall database operations.
- Evaluates client reporting requirements and designs reports to meet their needs.
- Develops Disaster Recovery Plans, Business Metrics, and Executive Summaries.
- Responsible for all personnel actions in the Systems Department to include, hiring, firing, job description development, counseling and disciplinary action.
- Creates and maintains Systems Departmental budget.

Supervisory Responsibilities

Provides management direction and counseling to a team of 7 System and Database Administrators.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's degree in Computer Science and 10 years related experience in a telecommunications environment.

Skills

- Must possess the leadership, team building, and strong management abilities
- Knowledge of telecommunications industry, services, trends, innovative developments, and their practical applicability within a public services environment at both the municipal and regional levels.
- Operations and organization experience sufficient to determine business needs of various activities and match them with feasible and available telecommunications services and support.
- Budget, personnel, cost control and administrative practices and policies.
- Information technology and computer capabilities applicable to functional responsibilities

- Experience working with HP Openview, Infovista, Cisco Transport Manager, Netcool, Ciscoworks 2000, Cisco Transport Controller, & Oracle is required.
- Must have Unix System administration and experience.
- Must possess excellent communication skills.
- Must be detailed oriented.
- Must possess knowledge of principles and practices of software troubleshooting.
- Must possess an understanding of a variety of computer and network operating systems.
- Must possess knowledge of the methods and techniques used in the installation, trouble shooting, problem resolution, and maintenance of information systems hardware and software.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am-5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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DC Government – Office of the Chief Technology Officer OSS DATABASE ADMINISTRATOR

DC Government – Office of the Chief Technology Officer

CLIN: 007b	DATE REVISED 2/6/2006
JOB TITLE OSS Database Administrator	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: Senior Manager, System Operations	SUPERVISES: None

POSITION SUMMARY:

Responsible for the administration of database systems used by OSS systems managing DCNET. That includes billing, provisioning, facilities, and all other database applications used DC-NET operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages DCNET OSS all database management and operations systems, such as Cisco Transport Manager and other in house applications.
- Supports all users and interfaces with vendors, IT Support, and Engineering and Operations on system reliability, performance, and application users.
- Provides system maintenance, including system upgrades or change recommendations, securing maintenance contracts, monitoring user licenses, and compliance with licensing terms and conditions.
- Administers system reporting and information requests.
- Supplies standard reports, non-standard reports, ad hoc data requests, and completes specialized data requests and reports on an as needed basis.
- Overseas data Integrity and periodically assures data integrity within any system.
- Tracks and manages custom system changes to maintain integrity of database applications during maintenance and upgrade activities.
- Ensures proper user operations and usage of the system by providing training and assistance as needed.
- Supports Bizflow & Mas500 process design and changes; extracts information from the Bizflow database to generate reports.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a minimum of a Bachelor's degree in Computer Science.

Required Skills

- Must possess a working knowledge of the complete suite of Oracle applications.
- Must possess knowledge of database design, implementation, and troubleshooting system communications to outside databases.
- Must possess knowledge of linkages between the database applications listed above for the purposes of administration, configuration, maintenance and troubleshooting/problem resolution.
- Must possess the ability to design and produce Oracle based reports.
- Must possess a working knowledge of data structures, design, and programming.
- Must possess knowledge of the principles and procedures of database systems quality assurance and security.
- Must possess an understanding of methods and techniques of file manipulation and data validation.
- Must possess knowledge of principles and practices of software troubleshooting.
- Must possess an understanding of a variety of computer and network operating systems.
- Must possess knowledge of the methods and techniques used in the installation, troubleshooting, problem resolution, and maintenance of information systems hardware and software.

Certificates, Licenses, Registrations, and/or Training

Oracle OCP

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
SENIOR SYSTEMS ADMINISTRATOR**

DC Government – Office of the Chief Technology Officer

CLIN: 007c	DATE REVISED 05/25/2005
JOB TITLE Senior Systems Administrator	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: Senior Manager, System Operations	SUPERVISES: None

POSITION SUMMARY:

Manages, installs, configures and administers the Sun Solaris Unix operating system for NMS servers along with various UNIX applications providing technical support to operational support system users. Manages, installs and configures all DC-NET Windows servers along with various Windows applications. Provides ongoing support for the OSS hardware and applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works closely with the team building the Operational Support Systems platform deployed by DCNET.
- Administers and manages the OS of all UNIX and Windows servers along with managing the applications and their configuration.
- Works with the project team to test and validate interfaces between the element managers and HP OV in addition to ensuring that the cluster configurations meet failover and stability expectations.
- Manages scripts and rules sets used for monitoring the various networks and review changes to the EMS Tool Engineering methods and processes.
- Monitors, troubleshoots and administers UNIX operational support system applications operating systems and networks.
- Recommends, designs, implements and installs computer data bases and software applications.
- Applies a wide variety of computer programming languages. (i.e. C/C++, Perl, Unix Shell & CGI).
- Manages the scripting environment in addition to developing new scripts as required.
- Troubleshoots a wide variety of computer or communication equipment problems.
- Monitors and maintains local and wide area networks.
- Monitors, maintains and administers a variety of operating systems.
- Recommends, designs, implements and installs UNIX and Windows system hardware and software updates and patches.
- Evaluates UNIX and Windows client/server requirements and design services to meet their operating requirements.
- Troubleshoots server problems to ensure functional operation; perform minor repairs on computer equipment.
- Works with data-center on server related issues.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's degree in Computer Science and 5-10 years related experience. Perl, Shell scripting, C/C++ software development and administration, Oracle design implementation and management experience is desired. Experience in Telecom is required.

Skills

- Experience working with HP Openview, Infovista, Cisco Transport Manager, Netcool, Ciscoworks 2000, Cisco Transport Controller is desirable
- Must have the ability to interact successfully with all levels of customer and Telecom Operations management.
- Must have Unix System administration and experience.
- Must have Unix, PERL and Java scripting experience.
- Must possess experience working with Ventras back-up server.
- Must possess excellent communication skills.
- Must be detailed oriented.
- Must possess exceptional technical understanding and troubleshooting skills.
- Must have the ability to understand technical requirements and specifications to make the best use of the OSS platform and how it is applied.
- Must have the ability to suggest innovative improvements in service quality and procedures.
- Must have a complete understanding of event correlation and fault management techniques.
- Must possess experience in OSS Administration.
- Must have a working knowledge of HTML.
- Must have knowledge of Bizflow and Handysoft or workflow management software is desirable.
- Knowledge of Sage MAS500 or any GL software is desirable.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No.

**DC Government – Office of the Chief Technology Officer
SENIOR SYSTEMS ANALYST-OSS TOOL**

DC Government – Office of the Chief Technology Officer

CLIN: 007d	DATE REVISED 05/25/2005
JOB TITLE Senior Systems Analyst- OSS Tool Engineering	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: Senior Manager, System Operations	SUPERVISES: None

POSITION SUMMARY:

Provides expert level support for the OSS community including testing, troubleshooting, along with system and interface implementation. Also provides system architecture support for future enhancement planning.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with Release Management and Change Management to implement changes to be deployed to the OSS.
- Coordinates and manages the configuration of CTM, CW2000 and other OSS element and service managers.
- Develops or validates interfaces between the element managers and HP OV in addition to writing scripts and rule sets to customize the OSS to fit the requirements of those responsible for monitoring the various networks and review changes to the EMS Tool Engineering methods and processes.
- Reviews new requirements generated through the SLM SLA/OLA development process, and recommends changes to provide measurement and reporting for these metrics while working with Availability Management, Capacity Management, Service Level Management, Network Operations and Security Management to ensure the OSS meets their requirements.
- Analyzes and reviews new initiatives from PMO or Engineering for impact on OSS architecture and processes, maintains the CMDB data model, designs regular management reports and provides input to the Manager of Service Management to help develop OSS Tool Engineering policies.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Must have a Bachelor's degree in Computer Science and 5-10 years related experience. C/C++ software development and administration, Oracle design implementation and management experience is desired.

Skills

- Experience working with HP Openview, Infovista, Cisco Transport Manager, Netcool, Ciscoworks 2000, Cisco Transport Controller, Remedy ARS, Avaya Telecommunication Systems is desirable
- Must have the ability to interact successfully with all levels of customer and Telecom Operations management.
- Must have UNIX System administration and experience.
- Must have UNIX, PERL and Java scripting knowledge.
- Must possess excellent communication skills.
- Must be detailed oriented.
- Must possess exceptional technical understanding and troubleshooting skills
- Must have the ability to understand technical requirements and specifications to make the best use of the OSS platform and how it is applied.
- Must have the ability to suggest innovative improvements in service quality and procedures.
- Must have a complete understanding of event correlation and fault management techniques.
- Must possess experience in OSS Administration.
- Must have a working knowledge of HTML.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET's hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No.

**DC Government – Office of the Chief Technology Officer
SYSTEMS ADMINISTRATOR**

DC Government – Office of the Chief Technology Officer

CLIN: 007e	DATE REVISED 02/17/2006
JOB TITLE Systems Administrator	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: Senior Manager, System Operations	SUPERVISES: None

POSITION SUMMARY:

Manages, installs, configures and administers the servers and applications using the windows operating system for NMS servers along with various windows applications in addition to providing technical support to operational support system users. Provides ongoing support for the OSS hardware and applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains NMS applications, installs and configures various software applications, and provides technical support to computer or telecommunication system users.
- Supports printer and desktop issues.
- Receives general supervision from higher level supervisory or management staff.
- Monitors, troubleshoots and administers Telecom Operations systems and networks.
- Recommends, designs, implements and installs computer data bases and software applications.
- Applies a wide variety of computer programming languages.
- Troubleshoots a wide variety of computer or communication equipment problems.
- Monitors and maintains local networks.
- Learns to monitor, maintain and administer Windows operating systems.
- Recommends, designs, implements and installs communication system hardware and software.
- Evaluates client needs and designs services to meet their operating requirements.
- Administers user accounts for all NMS systems.
- Designs and builds cabling infrastructure to meet electronic communication needs.
- Troubleshoots application and equipment problems to ensure functional operation; performs minor repairs on computer equipment; create new data plugs, replace cables and make necessary adjustments.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

A minimum of a Bachelor's of Science in Computer Engineering, Computer Science, or related field plus 3-5 years experience in Unix system administration and scripting, XML, HTML, Java scripting, Unix and Microsoft server administration, and Report design and generation.

Required Skills

- Must have knowledge of methods and techniques of system design, programming and software installation on windows platforms.
- Must have an understanding of principles and practices of computer science and information systems.
- Must have an understanding of operational characteristics of local and wide area network systems.
- Must possess a working knowledge of computer software and operating systems.
- Must have a clear understanding of methods and techniques of preparing technical documents and training materials in assigned areas.
- Must possess knowledge of principles and practices of computer or communications system hardware and software troubleshooting.
- Must have an understanding of communication service requirements, methods and terminology.
- Must have a working knowledge of electronic communications cabling and wiring systems.
- Must possess knowledge of operational characteristics of various computer or communications equipment hardware and software applications.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
TIPP SYSTEMS ADMINISTRATOR-PRODUCTION**

DC Government – Office of the Chief Technology Officer

CLIN: 007f/g	DATE REVISED 05/25/2005
JOB TITLE TIPP Systems Administrator - Production	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: Senior Manager, System Operations	SUPERVISES: None

POSITION SUMMARY:

Maintains the TIPP system, installs and configures upgrades to the hardware and software application, along with providing technical support to system users. Receives general supervision from higher level supervisory or management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitors, troubleshoots and administers MSPS systems and networks.
- Implements software upgrades.
- Installs MSPS databases and software applications.
- Responsible for monitoring, maintaining and administering the MSPS and TIPP server hardware and interfaces.
- Recommends, designs, implements and manipulates Oracle and SQL database system software and manages overall database operations.
- Evaluates client reporting requirements and designs reports to meet their needs.
- Provides technical support for development and production of the new system, which needs an interface to the TIPP system.
- Supports bill development and production.
- Develops and supports CDR collection reporting and billing usage.
- Supports and maintains the MSPS and TIPP RTS system.
- Provides cutover support for the DC-NET and OCTO inventory.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of Bachelor' s degree in Computer Science and 5 years of related experience.

Required Skills

- Must have the ability to interact successfully with all levels of customer and Telecom Operations management.
- Must have Oracle and SQL database experience.
- Must have data warehousing knowledge.
- Must have UNIX administration experience.
- QA/QC software testing knowledge is desirable.
- Must have UNIX, PERL and Java scripting knowledge.
- Must possess excellent communications skills.
- Must be detail-oriented.
- Must possess good technical understanding and troubleshooting skills.
- Must have the ability to understand technical requirements and specifications to make the best use of the MSPS platform and how it is applied.
- Must have the ability to suggest innovative improvements in service quality and procedures.
- Must possess a working knowledge of HTML, XML, ASP, ASP.net, and C#.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
TIPP SYSTEMS ADMINISTRATOR II-PRODUCTION**

DC Government – Office of the Chief Technology Officer

CLIN: 007h/i	DATE REVISED 2/7/2006
JOB TITLE TIPP Systems Administrator II - Production	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT System Operations
REPORTS TO: Senior Manager, System Operations	SUPERVISES: None

POSITION SUMMARY:

Maintains the TIPP system, installs and configures upgrades to the hardware and software application, along with providing technical support to system users. Receives general supervision from higher level supervisory or management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitors, troubleshoots and administers MSPS systems and networks.
- Installs TIPP data bases and software applications.
- Implements software upgrades.
- Responsible for monitoring, maintaining and administering the TIPP software application and database.
- Provides technical support to the RTS user community.
- Works with the billing group to produce agency bills and associated reports.
- Responsible for monitoring, maintaining and administering the MSPS and TIPP server hardware and interfaces.
- Recommends, designs, implements and manipulates Oracle and SQL database system software and manages overall database operations & the Microsoft SQL server.
- Evaluates client reporting requirements and designs reports to meet their needs.
- Provides input to the agency change management process.
- Develops and supports CDR collection reporting and usage billing.
- Provides cutover support for the DC-NET and OCTO inventory.
- Supports and maintains the MSPS and TIPP system.
- Provides system support to OFRM for budgeting and billing reports.
- Provides technical support for development and productions of new system, which needs a interface to TIPP System.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of Bachelor's degree in Computer Science and 5 years of related experience.

Required Skills

- Must have the ability to interact successfully with all levels of customer and Telecom Operations management.
- Must have Oracle and SQL and Microsoft SQL server database administration experience.
- Must possess skill and knowledge in Microsoft.net technologies and ASP/VB.
- Must have database warehousing knowledge.
- Must have UNIX administration experience.
- QA/QC software testing knowledge is desirable.
- Must have UNIX, PERL and Java scripting knowledge.
- Must possess excellent communications skills.
- Must be detail-oriented.
- Must possess good technical understanding and troubleshooting skills.
- Must have the ability to understand technical requirements and specifications to make the best use of the MSPS platform and how it is applied.
- Must have the ability to suggest innovative improvements in service quality and procedures.
- Must possess a working knowledge of HTML, ASP, ASP.net and C#.

Certificates, Licenses, Registrations, and/or Training

MCSE, MCDBA, Certified web Programmer and Certified .Net programmer certifications are desired.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET's hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

CLIN 008 - Customer Service Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
008a	Director of Customer Care	Labor Hours	\$	\$	\$
008b	Agency Account Manager	Labor Hours	\$	\$	\$
008c	Customer Service Manager	Labor Hours	\$	\$	\$
008d	Customer Service Representative	Labor Hours	\$	\$	\$
008e	Site Engineering Coordinator	Labor Hours	\$	\$	\$
008f	Overtime Rate for Site Engineering Coordinator	Labor Hours	\$	\$	\$
008g	Voice Implementation Engineer	Labor Hours	\$	\$	\$
008h	Overtime Rate for Sr. Manager of Voice Implementation	Labor Hours	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

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**DC Government – Office of the Chief Technology Officer
DIRECTOR OF CUSTOMER CARE**

DC Government – Office of the Chief Technology Officer

CLIN: 008a	DATE REVISED 2/7/2006
JOB TITLE Director of Customer Care	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Customer Service
REPORTS TO: District Director of Telecommunications	SUPERVISES: All Account and Customer Service managers and representatives.

POSITION SUMMARY:

The position requirements below are stated in relation to the “end state”; i.e. when the agency is totally in place. Under general direction, manages the activities of employees of the Customer Service Division of DC-NET. The Director of Customer Care is involved in the planning, installation and management of all City telecommunications systems; ensures the delivery of telecommunications services to clients, customers and regional authorities

The Director of Customer Care is distinguished by having management responsibility for a major operational component of DC-NET and is responsible for sales, revenue goal attainment, order management, billing trouble management, product catalog, pricing guide, marketing material, proposal templates and change control management communication.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, organizes, controls, integrates and evaluates the work of the assigned Customer Service staff.
- Develops, implements and monitors work plans related to sales, order processing, customer interface, product catalog, pricing guides and service delivery to achieve Customer Service department mission.
- Creates goals and performance measures; develops and monitors performance against the budget
- Manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve District and DC-NET goals, objectives, and performance measures consistent with DC-NET quality and customer service expectations.
- Plans, organizes, directs, and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with human resources policies and labor contract agreements.
- Provides leadership to develop and retain highly competent, service-oriented staff through selection, compensation, training, and day-to-day management practices that support the District' s and DC-NET' s mission, objectives and service expectations; provides leadership and participates in

programs and activities that promote workplace diversity and a positive employee relations environment.

- Directs the provision to end users of all District-wide telecommunication services and related activities, of DC-Net, including voice, data, wireless and video systems; recommends and administers associated policies and procedures.
- Responsible for trouble reporting point of contact. (Customer Service Manager)
- Acts as expert telecommunications resource, advising the DC-NET director, other Division heads, elected officials, and clients or other outside agencies regarding industry trends and innovations, equipment improvements, network features and potentials, and related policy issues.
- Collaborates with the Engineering and Operations sections to design, develop and enforce standards for telecommunication system access, modification, enhancement and replacement of system hardware and software.
- Approves products and pricing for DC-NET services
- Attains and exceeds revenue goals.
- Issues citywide communications related change management and service outages.

Supervisory Responsibilities

Provides management direction and counseling to all Account and Customer Service managers and representatives.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree in Telecommunications, Business Administration or a closely related field or eight years of progressively more responsible telecommunications planning, administration, operations or maintenance experience, including at least two years of supervision; or an equivalent combination of training and experience.

Required Skills

- Knowledge of telecommunications industry, services, trends, innovative developments, and their practical applicability within a public services environment at both the municipal and regional levels.
- Operations and organization experience sufficient to determine business needs of various activities and match them with feasible and available telecommunications services and support.
- Contract solicitation and bid procedures, negotiation practices, and compliance monitoring and administration methods.
- Safety and environmental regulations, laws and practices governing operational activities and related potential employee, citizen and environmental effects and their mitigation.
- Budget, personnel, cost control and administrative practices and policies.
- Information technology and computer capabilities applicable to functional responsibilities

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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**DC Government – Office of the Chief Technology Officer
AGENCY ACCOUNT MANAGER**

DC Government – Office of the Chief Technology Officer

CLIN: 008b	DATE REVISED 02/7/06
JOB TITLE Agency Account Manager (2)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Customer Service
REPORTS TO: Director of Customer Care	SUPERVISES: 2-5 Customer Service Staff

POSITION SUMMARY:

Assists the Director of Customer Care in new business development and consultative sales programs. Provides business solution recommendations, and serves as the primary point of contact for the delivery of telecommunications services to clients and regional authorities. Oversees customer accounts, resolves customer dilemmas, and conducts customer informational presentations.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Communicates cutover agenda, arranges pre-cutover meetings, and evaluates customer requirements.
- Reports all telecommunications requirements to the Director of Customer Care and updates the agency profile database.
- Utilizes consultative selling to determine the business needs of clients and to match them with feasible and available telecommunications services and support.
- Develops sales proposals and business solutions.
- Coordinates engineering surveys and professional services components.
- Implements the market penetration plan.
- Maintains the new technology and services education program.
- Functions as Data Migration Coordinator.
- Receives updated OCTO LAN/WAN migration schedule.
- Attends scheduled site surveys.
- Receives site survey & DSR Forms.
- Generates FOC to Agency ATC and OCTO LAN/WAN coordinator.
- Notifies OCTO LAN/WAN service is available for their test configuration.

Supervisory Responsibilities

Provides management direction and counseling. Supervises Customer Service Representatives.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education and/or Experience:

Bachelor' s degree in Telecommunications, Business Administration or a closely related field or five years of progressive telecommunications sales experience or an equivalent combination of training and experience.

Required Skills

- Must possess the ability to handle customer objections in a professional and courteous manner.
- Must possess the ability to utilize Microsoft PowerPoint, Excel and Word.
- Must be proactive and must have the ability to work with little or no supervision.
- Must have some knowledge of telecommunications industry, services, and products.
- Must be familiar with VOIP, ISDN, Analog, Centrex, TDM, Frame Relay, Ethernet and SONET.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

DC-NET' s hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer CUSTOMER SERVICE MANAGER

DC Government – Office of the Chief Technology Officer

CLIN: 008c	DATE REVISED 2/7/2006
JOB TITLE Customer Service Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Customer Service
REPORTS TO: Director of Customer Care	SUPERVISES: Assigned Customer Service Staff

POSITION SUMMARY:

Manages customer interface, order processing, reporting, and ensures the delivery of telecommunications services to clients, customers, and regional authorities. Responsible for order processing, order tracking, problem resolution, product catalog updates and pricing guide updates.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, organizes, controls, and evaluates the work of the assigned 3 to 4 Customer Service Representatives.
- Acts as a liaison between the Office of the Chief Technology Officer, DC-NET Voice Operation, and Finance.
- Implements and monitors work plans related to order processing, customer interface, product catalog, pricing guide, and service delivery to achieve the Customer Service department mission.
- Manages implementation and evaluation of work programs, plans, processes, systems and procedures to achieve Customer Care goals, objectives, and performance measures consistent with DC-NET quality and customer service expectations.
- Answers incoming calls from Agency Telephone Coordinators, providing order issuance expertise.
- Provide training to Agency Telephone Coordinators as needed. Make premise visits to clients when needed.
- Monitors Customer Service Representative Performance requirements and personal development targets.
- Regularly provides coaching, takes disciplinary action, up to and including termination, and addresses performance deficiencies, in accordance with human resources policies and labor contract agreements.
- Manages the provision to end users of all District-wide telecommunication services and related activities of DC-Net, including voice, data, wireless and video systems.
- Serves as the trouble reporting point of contact for all order management, billing issues and orders discrepancies.
- Closes orders in system to generate billing for Finance.

Supervisory Responsibilities

Provides management direction and counseling. Supervises 3 to 4 Customer Service Representatives and temporary staffing as needed. Plans work to be accomplished by Service Representatives, set and adjusts short term priorities and prepares schedules for completion of work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor' s degree in Telecommunications, Business Administration or a closely related field or ten years of progressively more responsible telecommunications supervisory, administration experience, or an equivalent combination of training and experience.

Required Skills

- Must possess knowledge of the telecommunications industry, services, trends, processes, and their practical applicability within a public services environment at the municipal level.
- Must possess operations and organization experience sufficient to determine business needs of various activities and match them with feasible and available telecommunications services and support.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm,Monday-Friday.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer CUSTOMER SERVICE REPRESENTATIVE

DC Government – Office of the Chief Technology Officer

CLIN: 008d	DATE REVISED 2/7/2006
JOB TITLE Customer Service Representative (3)	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Customer Care
REPORTS TO: Manager of Customer Care	SUPERVISES: None

POSITION SUMMARY:

Performs the customer interface for order processing, order status, reporting, trouble management for billing, and ensures the delivery of telecommunications services to clients, customers, and regional authorities. Responsible for order entry, order tracking, problem resolution, product catalog updates, and pricing guide updates

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as a liaison between the Office of the Chief Technology Officer, DC-NET Voice Operation, and Finance.
- Answers incoming calls from Agency Telephone Coordinators, providing order issuance expertise.
- Initiates and tracks RTS orders through full BIZFLOW Life cycle.
- Provides customer with interval dates for service delivery, forwards Notification of Receipt, Firm Order Commit date and Completion Memo.
- Tracks and researches the completion of orders, working with various departments to include Service Engineering, Data Technician and Billing.
- Visit customer sites to perform follow-up customer service and trouble shooting after each DC NET site cut-over.
- Maintain and update process guides and quick reference sheets for department and Agency Telecommunication Contact use.
- Assigned to special projects with other departments as needed.
- Creates ad-hoc forms and spreadsheets for department as required.
- Cross trains Agency and inter-departmental personnel on order issuance and processes.
- Take overflow trouble reports from customers and document issues for input into Remedy System.
- Plans day-to-day activities required to accomplish Customer Service goals within established time frames.
- Serves as primary point of contact for customer request to the Office of the Chief Technology Office (OCTO).
- Inputs orders into the Tipp System.
- Retrieves daily work from Biz Flow System and creates new request for telephone service (RTS).
- Maintains and manages order aging processes.
- Communicates order status to the customer.
- Investigates, evaluates, and resolves all referred disputed and billing related issues.
- Prepares, distributes, and maintains correspondence files on all billing related issues.

- Acts as customer advocate to expedite issues that have exceeded the commitment promised and escalating issues that have remained open beyond a reasonable period of time.
- Performs miscellaneous job-related duties as assigned.
- Interacts with various Agency Telecommunications Coordinators.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a High School Diploma and two or more years of telecommunications customer service or administration experience.

Required Skills

- Must possess knowledge of telecommunications industry, services, trends, processes, and their practical applicability within a public services environment at the municipal level.
- Must possess operations and organization experience sufficient to determine business needs of various activities and match them with Telecommunication product knowledge (ISDN, Centrex, TDM, and Ethernet).
- Must possess billing and ordering knowledge of telecommunication equipment and services.
- Must possess excellent oral and written communication skills.
- Must possess the ability to multi-task and meet timeline intervals.
- Must possess the ability to provide feasible and available telecommunications services and support.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm. Monday- Friday.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
SITE ENGINEERING COORDINATOR**

DC Government – Office of the Chief Technology Officer

CLIN: 008e/f	DATE REVISED 2/3/2006
JOB TITLE Site Engineering Coordinator	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Customer Care
REPORTS TO: Director of Customer Care	SUPERVISES: None

POSITION SUMMARY:

Manages facilities access for the inventory, cut-over, construction and engineering teams of DC-NET. Serves as the primary point of contact for facilities access and scheduling for the delivery of telecommunications services to clients, customers and regional authorities. Possesses management responsibility for building access, scheduling, inspections, permit requirements and maintaining the business relationship with facilities management.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as the facilities access and scheduling point of contact for the DC NET project.
- Responsible for obtaining access to all DC Government owned and leased facilities involved in the DC NET project.
- Meets with DC Government Agency representatives in their various facilities too establish and maintain a rapport for doing business.
- Serves as liaison between DCNET staff and building owners, property managers and landlords to identify the work that DC NET will complete in their facility. Including but not limited to providing certificates of insurance, construction and engineering plans and drawings, coordinating meetings and managing special circumstances as they arise.
- Manages the process for DCNET staff to obtain Metropolitan Police Department contractor badges, new and renewal.
- Responsible for identifying new sites for business development.
- Accompanies Operations staff on site surveys.
- Updates and maintains the Site Access Procedure spreadsheet.
- Responsible for managing the notification process of agency moves with Office of Property Management"
- Responsible for obtaining access to any and all DC Government Agency information and other resources, including agency personnel, vital to the successful completion of the DC NET project.
- Ensures daily interaction with DC Government Agency representatives in order to keep them informed of DC NET activity and progress made in their various facilities.
- Assists Inspectors with scheduling of activities taking place in District Government owned and leased facilities.
- Ensures that DC NET has all permits and approvals necessary to complete its work in a timely manner.
- Expediently resolves of any conflicts that arise as a result of DC NET activities in Agency facilities.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Minimum of a Bachelor' s degree in Telecommunications, Business Administration or a closely related field. Five years of progressively more responsible telecommunications supervisory or administration experience or an equivalent combination of training and experience.

Required Skills

- Must possess knowledge of the telecommunications industry, services, trends, processes, and their practical applicability within a public services environment at the municipal level.
- Must have the ability to determine business needs of various activities and match them with feasible and available telecommunications services and support.
- Must have the ability to communicate effectively, clearly and persuasively with DC Government Agency staff with varied levels of knowledge regarding the DCNET project.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer VOICE IMPLEMENTATION ENGINEER

DC Government – Office of the Chief Technology Officer

CLIN: 008g/h	DATE REVISED 05/25/2005
JOB TITLE Voice Implementation Engineer	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Voice Service Transition
REPORTS TO: Voice Service Transition Manager	SUPERVISES: Wiring technicians Avaya provisioning technician Inventory/Cutover Data Manager Inventory/Cutover Field. Manager

POSITION SUMMARY:

Manages the technical aspects of voice service transition, including those affecting inventory and cutover processes and equipment configuration. Responsible for final decisions regarding the suitability for service transition – and transition sequence – for circuits in the DC Government inventory and for managing the ‘ cut desk’ and post-cutover ‘ command post.’ In these capacities the Voice Implementation Engineer manages the day to day activities of wiring technicians, provisioning technicians, and contractor and DC-NET field personnel and signs off on inventory and cutover deliverables from MCI.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists the government in deployment of a city-wide metropolitan area network, in coordination with citywide network operations.
- Provides staff support to the DC-NET project team by providing engineering, planning, coordination and configuration support for the voice equipment and voice cut over.
- Develops and maintains design, configuration and documentation standards, in conjunction with Avaya and other contractors for the Voice and associated equipment.
- Works with Avaya and the DC-NET engineering team, develop voice network architecture.
- Works with District agencies and other users of the network to develop deployment and provisioning plans.
- Coordinates and manages the daily activities of DC-NET voice contractors to assure that necessary documentation and procedures are delivered at a rate sufficient to meet the voice roll out and cut over from Verizon.
- Coordinates design activities with the equipment implementation teams, equipment vendor representatives and NOC operations staff to assure smooth turn up of voice transport circuits on DC-NET.
- Oversees and assures quality control of voice databases, cut over plans, circuit inventories and other voice engineering deliverables.
- Provides input into the project master schedule for voice design and roll out activities.
- Provides management with timely information regarding possible problems and proposed action required to mitigate such problems.
- Provides the District Director with reporting and communications forms upon request.

Supervisory Responsibilities

Provides direction and counseling to wiring technicians, Avaya provisioning technician, Inventory/Cutover Data Manager, Inventory/Cutover Field Manager.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a Bachelor's Degree plus 10 years experience in deployment of complex telecommunications networks with emphasis on large PBX deployments.

Required Skills

- Must have a detailed knowledge of various aspects of voice provisioning on Avaya PBX systems.
- Must have a detailed knowledge and experience with large voice cut over from ILECs to PBX systems.

Certificates, Licenses, Registrations, and/or Training

ISDN and Avaya certification required.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET 8:30am to 5:30pm, Monday-Friday. Some on-call, after-hours, and/or holiday work may be required.

SECURITY SENSITIVE: No

CLIN 009 - Business Operations Functional Area

CLIN	Description	UNIT	Base Year Price	1st Option Period Price	2nd Option Period Price
009a	Senior Manager, Business Operations	Labor Hour	\$	\$	\$
009b	Help Desk Call Taker	Labor Hour	\$	\$	\$
009c	Overtime rate for Help Desk Call Taker	Labor Hour	\$	\$	\$
009d	Office Support Specialist	Labor Hour	\$	\$	\$
009e	Program Manager	Labor Hour	\$	\$	\$
009f	Warehouse Manager	Labor Hour	\$	\$	\$

*** Candidates proposed for CLINs marked with an asterisk must be able to pass a criminal background check as stated in section H.12.**

^ This indicates that additional equipment or vehicles may be required for this CLIN and shall be priced accordingly.

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**DC Government – Office of the Chief Technology Officer
SENIOR MANAGER, BUSINESS OPERATIONS**

DC Government – Office of the Chief Technology Officer

CLIN: 009a	DATE REVISED 2/22/2006
JOB TITLE Senior Manager, Business Operations	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Business Operations
REPORTS TO: District Director Telecommunications	SUPERVISES: Supervises and manages a staff of professional, technical and support employees engaged in strategic planning, program management, and centralized functions

POSITION SUMMARY:

Manages a set of central functions, some of which will be matrixes to other organizations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leads DC NET Operations strategic planning process. Requires coordination of all functional areas to determine the initial proposal and progress through to the ongoing update and monitoring of the plan.
- Leads a team composed of program and project managers to achieve assigned project goals and objectives.
- Provides DC NET Operation functional areas with skilled resources (e.g. technical writers, process audit and improvement, etc) matrixes in to achieve specific objectives.
- Provides single point of contact for requisition and purchase order activity.
- Manages the facility.
- Oversees the management of warehouse and inventory function
- Web site design, implementation and maintenance.
- Prepares, reviews, and approves work plans prepared by direct subordinates to assure conformance with division and agency goals and objectives.
- Develops plans and programs to meet the objectives of the administrative or operational responsibility; negotiates agreements; coordinates and consults with other agencies to assure that objectives are consistent.
- Produces feasibility studies and business cases for complex voice and data services, products and platforms including call center solutions, billing, mediation and CRM systems
- Meets with citizen groups to explain agency policies and procedures, evaluates their interests and concerns and negotiates conflicting interests to achieve solutions.
- Prepares operational strategies, including policy requirements or changes; identifies projects, funding needs and sources, and time frames.
- Coordinates activities involving other District agencies; acts a representative to outside groups interested in programs and operations of the organization.
- Leads and prepares RFPs and RFQs for voice and data products and platforms including call center solutions, billing, mediation and CRM systems.
- Leads and responds to vendor and service provider bid proposals for complex voice and data services, products and platforms including call center solutions, billing and CRM systems.
- Manages change control process.

- Manages help desk facility

Supervisory Responsibilities

Supervises and manages a staff of professional, technical and support employees engaged in strategic planning, program management, and centralized functions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a minimum of a Master of Science Degree with 15+ years of progressive responsibility in the telephone local exchange / carrier environment in a wide variety of disciplines which much include at least 5 of the following; Central Office operations management, C.O. Switching, Transmission Engineering, Program Management, Telephone switching/routing, OSS Software Development, Hardware Development, Installation and Repair of PBX, Implementation of Help Desk facilities, Bid proposal preparation and response, experience of managing large multi-disciplinary teams, integration of new technology into live operational environments. Experience must cover the entire product lifecycle, networks, operational support systems and voice and data services.

Required Skills

- Must have extensive experience of managing multiple concurrent complex voice and data telecommunications projects.
- Must have considerable knowledge of the principles and practices of management, including the management of people and funds.
- Must have considerable skill in establishing goals and objectives, developing comprehensive program plans, forecasting changes and adjusting operations accordingly.
- Must have considerable ability to learn and apply District codes and ordinances regarding the area of assignment.
- Must have experience of managing change control processes
- Must possess the ability to develop, communicate and implement policies and procedures.
- Must possess the ability to organize ideas and facts in a clear, concise and logical manner and to express ideas effectively orally and in writing.
- Must possess the ability to exercise independent judgment.
- Must be skilled in web site design, implementation, and maintenance using DSF.
- Must possess the ability to develop and use effective performance plans for public organizations and employees.
- Must possess the ability to establish and maintain effective working relationships with employees, public and private officials, representatives of other District agencies, external agencies and institutions and the general public
- Must have experience of developing business cases and leading responses to vendor bid proposals for voice and data products, services, and platforms including call center solutions, billing and CRM systems.
- Must have experience of managing help desk facilities.
- Must have a working knowledge of Avaya PBX products and system architecture.
- Must have hands on experience of using Remedy Applications including Help Case and Change Management modules and Inventory / Asset management modules.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/ Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

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DC Government – Office of the Chief Technology Officer HELP DESK CALL TAKER

DC Government – Office of the Chief Technology Officer

CLIN: 009b/c	DATE REVISED 03/01/2006
JOB TITLE Help Desk Call Taker	JOB CODE
Position may be transferred to new telecommunications agency.	UNIT/DEPARTMENT Business Operations
REPORTS TO: Senior Manager Business Operations	SUPERVISES: None

POSITION SUMMARY:

The Help Desk Call Taker provides first line support to customers on a variety of issues. The Call Taker responds to telephone calls, email and voicemail requests for support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Periodical checks Help Desk Voicemail and email accounts for new troubles and customer enquiries.
- Ensures all new troubles and customer queries are logged and dispatched.
- Provides feedback to customers on cleared troubles and queries.
- Frequently interacts with customers and thus necessitates outstanding spoken and written communication skills.
- Assists in the documentation, tracking and monitoring of customer' s problems to ensure timely resolution.
- Has knowledge of commonly-used concepts, practices, and procedures within the Help Desk operation in a telecommunications environment.
- Relies on instructions and pre-established guidelines to perform the functions of the job. Works without immediate supervision.
- Works with clients over the phone to troubleshoot, analyze, diagnose and engage appropriate technical resources to resolve client issues.
- Provides prompt and professional service and help to customers through efficient processing and prioritization of issues.
- May work under supervision on complex assignments.
- Utilizes ticket-based incident reporting systems to monitor, track, and resolve customer troubles.
- Reports to local DC-NET Manager or his representative.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have a minimum of five years experience in a similar position which must include Help Desk, Call Center or customer service experience, preferably gained within a telecommunications environment with vocational, trade school, technical training, or an associate's degree. Must be familiar with telecommunications concepts, practices, and procedures

Required Skills

- Must have prior experience of using Remedy Help Case Management tool in a help desk environment
- Strong customer focus and service skills
- Excellent written and spoken communication skills
- Good documentation skills and good attention to detail
- Proficient in using Microsoft Office products particularly MS Outlook, MS Excel, MS Word
- Adept at using industry standard Help Desk Trouble tracking tools and applications e.g. Remedy
- Able to work well in a team environment with minimal supervision
- Able to multi-task in a fast paced environment
- Strong problem solving and decision making skills
- Skilled in being able to rapidly diagnose a Customer's trouble and take the appropriate course of action
- Willingness to abide by documented processes and suggest process improvements
- Outstanding time management and organizational skills
- Must be proactive, enthusiastic, and self-motivated
- Maturity of judgment under pressure/ability to diagnose level of user need and to escalate problems without delay to appropriate levels for resolution

Certificates, Licenses, Registrations, and/or Training

Certifications in related disciplines a plus

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The job function involves heavy inbound/outbound telephone activity. This role is within a team of Help Desk Support staff providing Customer support over a twelve hour day. The incumbent will be required to work an eight hour period within a twelve hour window from 7.00am to 7.00pm Monday through Friday. Actual start and finish times will be set by the local DC-NET Manager and/or his representative. Potential incumbents must be willing to adhere to the daily start and finish times set by local the DC-NET Manager and/or his representative. The incumbent's start and finish times may also be varied from time to time by the local DC-NET Manager and/or his representative in order to meet operational needs.

Dress code for this position is business casual from Monday through Thursday, with casual dress permitted on Fridays.

SECURITY SENSITIVE: No

**DC Government – Office of the Chief Technology Officer
OFFICE SUPPORT SPECIALIST**

DC Government – Office of the Chief Technology Officer

CLIN: 009d	DATE REVISED 02/7/06
JOB TITLE Office Support Specialist	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Business Operations
REPORTS TO: Sr. Manager, Human Resources	SUPERVISES: None

POSITION SUMMARY:

Performs a wide range of office and general administrative support functions such as timesheet processing, record keeping, files maintenance, scheduling, and computer applications that may include word processing, data entry, spreadsheets and/or databases. Maintains office supplies,

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains timesheet in data systems – ABRA.
- Keyboards a variety of documents, including correspondence and forms; performs data entry, which may include payroll.
- Answers incoming calls on a multi-line telephone and/or switchboard, directs callers as appropriate, and takes and refers messages; greets visitors and customers.
- Establishes, maintains, and retrieves a variety of computerized and manual files, logs, and other records and documents.
- Compiles, organizes, tallies, records, and distributes a variety of materials and/or data.
- Schedules meeting and conference rooms and assists with meeting arrangements.
- Opens, processes, and distributes mail and faxes.
- Maintains office supply levels and advises appropriate party of necessary purchases.
- Operates a variety of office equipment including fax machines and printers.
- Provides back up and peak-load coverage for cover for colleagues when required - or when absent
- Conducts new hire orientations for new and temporary staff.
- Timesheets – collects and processes, chases individuals, obtains all required signatures, fax copies to designated Agencies, provides signed copies to designated staff members.
- Maintains departmental phone lists.
- Performs related duties as assigned from time to time by immediate supervisor.

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Member must be a High School graduate. Telecommunications financial experience preferred.

Required Skills

- Must possess accuracy, discernment, and attention to detail.
- Must possess skill in keyboarding, data entry, and word processing software.
- Must possess knowledge of proper English grammar, spelling and usage, business math.
- Must possess effective office operations and procedures.
- Ability to operate with appropriate discretion and confidentiality when handling sensitive documents or information
- Must possess the ability to operate of a variety of office equipment and machines and alphanumeric filing systems.
- Must possess the ability to establish and maintain effective interpersonal relationships.
- Must possess the ability to communicate effectively, orally and in writing.
- Must be able to work effectively in a multi-task and deadline driven environment and maintain confidentiality as appropriate.
- Must possess the ability to provide effective customer service.
- Must possess the ability to discern appropriate responses and alternatives, and apply judgment within established parameters.
- Performs data entry into Abra Suite for weekly contractor time management.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are from 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer PROGRAM MANAGER

DC Government – Office of the Chief Technology Officer

CLIN: 009e	DATE REVISED 06/14/2005
JOB TITLE Program Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Various
REPORTS TO: Senior Manager Business Operations	SUPERVISES: Matrix manages the work of others through role as project/program manager

POSITION SUMMARY:

Under the general direction of management, the Program Manager provides a single point of contact interface for major programs of work. Performs as leader focused on activities related to the transition of processes and procedures that currently interface with the Incumbent Local exchange Carrier (ILEC) to an efficient interface to DC-NET Operations and its successors. The Program Manager will be managing concurrent programs of work (often composed of several projects) across departments with project managers and other peer level managers matrixed into the team. The program manager uses interpersonal skills and experience to provide the leadership required for the team to succeed. The candidate's experience should reflect this in several different disciplines (e.g. telephony, networking, marketing, customer service, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as the Primary Point of Contact for DC-NET on assigned projects and work items.
- Uses industry recognized project management processes and tools to successfully achieve project objectives.
- Owns a variety of ongoing business wide functions including maintaining DC-NET operational processes and procedures, change management process and metrics.
- Designs, documents, implements and maintains telecommunications processes and procedures using industry standard tools and applications.
- Performs business and technical assessments on proposed voice and data solutions for Customers.
- Manages and/or assists with managing DC-NET's Change Control function.
- Produces and maintains DC-NET's Disaster Recovery Plan and associated procedures.
- Owns, champions and generates departmental metrics.
- Creates and maintains overall scorecard for the business.
- Produces business cases, including conducting market research, evaluating technical options and vendor solutions, analyzing costs and making recommendations.
- Produces regular status reports and briefings as required by management.
- Performs other functions and duties as assigned from time to time.

Supervisory Responsibilities

Matrix manages the work of others through role as project/program manager.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree is required. Master's in Business Administration or related field preferred. Must have 3-5 years experience in an ILEC or CLEC environment matrix managing major programs. Must have hands on telephony telecommunications technical experience.

Required Skills

- Must possess significant knowledge of policies, procedures, standards, practices and trends in public administration.
- Must possess knowledge of Federal, State or local finance procedures.
- Must possess the ability to establish short and long range goals and objectives; and plan and implement changes to meet those goals and objectives.
- Must possess the ability to estimate personnel, equipment, and materials needs and to analyze data to make cost estimates.
- Must possess the ability to establish and maintain effective working relationships with subordinates, customers, public and private officials, and the general public.
- Ability to multi-task and manage multiple concurrent programs of work.
- Ability to conduct market research and write RFPs

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

DC Government – Office of the Chief Technology Officer WAREHOUSE MANAGER

DC Government – Office of the Chief Technology Officer

CLIN: 009f	DATE REVISED 03/01/2006
JOB TITLE Warehouse Manager	JOB CODE
Position will be transferred to new telecommunications agency.	UNIT/DEPARTMENT Business Operations
REPORTS TO: Senior Manager-Business Operations	SUPERVISES: None

POSITION SUMMARY:

The Warehouse Manager performs a wide range of tasks in the field of material management, receiving, storing of material, tracking of material, issuing of material, shipping of material, tracking of RMA's and inventorying of completed sites for accuracy of material placement. Tracks and accounts for all equipment as it is purchased, received, and deployed. Uses computer applications that include Remedy and the MS Office suite of tools - specifically Excel. Maintains the data base of record (Remedy) for all materials. Devises and produces inventory reports and metrics as requested using available tools including Remedy and Crystal. Assesses and implements processes to ensure the most accurate records are available to the DC-NET management team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists in developing departmental processes for purchasing, shipping, and tracking equipment purchased.
- Assesses current methods of inventory tracking and provides recommendations for viable solutions.
- Implements equipment inventory and deployment processes to installation engineers
- Verifies and inventories existing installed and uninstalled equipment throughout DC-NET locations.
- Checks P.O. status in PASS computer system
- Places material into proper storage area and/or calls appropriate person for material pickup from warehouse.
- Receives material and enters information in to Remedy for complete computer tracking and material locations
- Issues material to proper work sites and tracks/updates material locations in Remedy
- Contacts suppliers for RMA number and enters RMA information into Remedy for material return (i.e. replacement or refund)
- Schedule pickup with delivery service for material returns (i.e. UPS, FEDEX).
- Tracks and barcodes all computers purchased in Remedy
- Maintain shipping supply levels and advise appropriate party of necessary purchases.
- Track material min and max for proper ordering of material
- Performs site visits as necessary to verify equipment deployment and alignment with inventory records
- Produces inventory and stock reports as required.
- Ability to work with many different departments for proper tracking and issuing of material

Supervisory Responsibilities

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School graduate, plus previous practical experience of performing similar warehouse management duties – preferably in a telecommunications construction and/or operational environment.

Required Skills

- Extensive knowledge and experience of Remedy software used for inventory and asset management, proper material tracking, material handling, Shipping, receiving, and issuing of material. Member must be proficient in Remedy Software and MS Office Suite Skill in: material handling, remedy computer system keyboarding, data entry and word processing software
- Ability to: establish and maintain effective interpersonal relationships with a diversity of others; communicate effectively, orally and in writing; work effectively in a multi-task and deadline driven environment; maintain confidentiality as appropriate; provide effective customer service; discern appropriate responses and alternatives, and apply judgment within established parameters
- Telecommunications material knowledge and handling experience preferred.

Certificates, Licenses, Registrations, and/or Training

None

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires extensive physical activity including manhandling and stacking heavy and awkward objects. Must be able to lift and manipulate boxes and heavy items of equipment weighing in excess of 50lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DC-NET hours are 8:30am to 5:30pm, Monday-Friday.

SECURITY SENSITIVE: No

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

STATEMENT OF WORK

C.1 SCOPE:

- C.1.1** The Office of the Chief Technology Officer (OCTO) has undertaken a project to improve the quality, responsiveness, and cost effectiveness of communications for the District of Columbia as part of the overall Information Technology Strategic Plan. Part of the plan is to implement a high capacity communication transport network using an optical fiber network using Synchronous Optical Network (SONET) interface standards. This network is generally referred to as the District Citywide Information Network – or DC-NET.
- C.1.1.2** DC-NET is a fiber optic telecommunications network which provides network infrastructure support for the District of Columbia. The network consists of a resilient set of interconnected fiber optic rings which will eventually connect hundreds of government and semi-government buildings in the District. The network is built on SONET (Synchronous Optical Network) technology components interconnected via optical fibers from various providers. The DC-NET network delivers a fully redundant, high-quality, transport network – capable of carrying voice, data, video and wireless communications. The DC-NET network lays the foundation for all D.C. Government IT services for the 21st Century and beyond.
- C.1.1.3** The network itself consists of a number of “backbone” fiber rings plus “access” fiber rings from which it will be possible to reach virtually every D.C. government location. The benefits for the District and for Agencies are numerous and include: superior service with reduced costs, SONET ring failover in the event of a fiber cut or equipment failure, disaster recovery and business continuity capability, plus reduced dependencies on Local Exchange Carriers (LECs) for voice & data services.
- C.1.1.4** DC-NET will help overcome the “digital divide” at schools, libraries & community centers with its support for streaming video and distance learning. DC-NET will facilitate high-bandwidth data connectivity supporting “bandwidth hungry” applications like telemedicine, web-casting, and video conferencing as well as providing reliable transport for public safety voice, radio, and data traffic. DC-NET will provide enormous growth potential to meet the future needs of the District and Agencies.
- C.1.1.5** When completed, DC-NET will eventually connect over 400 governmental & semi-governmental buildings including: police, EMA & fire radio towers, police, fire & emergency management facilities, administrative buildings, public schools & libraries, recreation & community centers, district owned hospitals & clinics along with semi-governmental entities such as WASA, WMATA & UDC.

C.1.2 APPLICABLE DOCUMENTS

Not applicable

C.1.3 DEFINITIONS

C.1.3.1 LSDBE: Is an acronym for Local, Small, Disadvantaged, Business Enterprise. It corresponds to a certain preference status bestowed on local businesses who meet specific criteria as established by the Department of Small and Local Business Development.

C.1.3.2 OSP: Outside Plant construction is a term, which includes all activities required to remove existing cable from underground and aerial routes and/or install new fiber optic cables.

C.1.3.3 ISP: Inside Plant construction is a term, which includes all activities required to prepare a sight with fiber optic transport, adequate power, racking,

C.2 BACKGROUND

Historically, the DC-NET project has contractual relationships with many Contractors to meet its staffing requirements. Contractors have contracted for as many as 25 position and as few as 1. Currently, DC-NET has staffing contracts with 22 Contractors. It is intended that once the current purchase orders have been fully committed, new contracts will be established through the awarded IDIQ contracts derived from this solicitation.

C.2.1 FUNCTIONAL DEPARTMENTS

DC-NET is comprised of a combination of its original network design and engineering division as well as its operational organization, which is made up of the following divisions: Finance, Engineering, Network Construction, Network Operations, Customer Support, Operational Support Systems, Voice Services, Program Management and its Executive group.

C.2.1.2 Finance manages all accounting, revenue assurance and billing requirements for DC-NET.

C.2.1.3 Engineering is responsible for architectural planning and design which includes strategic technical direction and product selection of network elements. This includes fiber optic cable routing and technical model selection (SONET vs. extension, etc.), budgeting and scheduling.

C.2.1.4 Network Construction team is responsible for the construction of all inside plant, outside plant, power, and HVAC equipment. The team covers internal and external fiber cable installation, splicing & testing, inspection & quality control, materials management, resource scheduling, construction of conduits, placement of inner duct and fiber cable in both underground and aerial environments. The team constructs electrical power feeds, relay racks and installation of equipment

cabinets, copper cable termination, installation of HVAC and fire suppression systems. This team also provides the connections from the telephone gateway equipment to the existing in building telephone risers.

C.2.1.5 Network Operations provides operations and maintenance support for the DC-NET network. This team is the primary interface to the District's Network Operations Center (NOC) and provides the first line of support for troubles detected on the network. Network Operations manages day to day network operations, performance, network surveillance, inside and outside plant maintenance, alarm monitoring, trouble ticket management, service configuration & network support, trouble shooting, and technical field support. Network Operations maintains a 24x7 on call support with staff and contractors able to respond to critical network service interruptions.

C.2.1.6 Customer Support manages multiple customer service functions. These include acting as the agencies point of contact for DC-NET services and customer relations, processing voice and data orders, and issuance of firm order commitment for service delivery. This department processes and handles trouble tickets related to telephony orders and billing issues. In addition, it provides order status notifications, service order close-out, and assumes full responsibility for service order fulfillment.

C.2.1.7 Operational Support Systems is responsible for UNIX, Windows and Applications administration for all systems used in DC-NET. They are also responsible working with the various DC-NET teams to fill their system requirements. Using generally accepted software product lifecycle practices the systems operations team manages the life of an application through customization, modification, upgrades and replacement of new and existing software applications.

C.2.1.8 Voice Services provides support to all DC agencies for voice services. This covers all moves, adds, changes, and deletes (MACD). The department provides trouble handling and corrective maintenance for the customer. The Department analyzes and resolves voice service problems from the telephone exchange (Avaya PBX) to an agency's telephones (including cabling, wiring and equipment). In troubleshooting voice service problems, the Department provides the following functions: Test/analysis, dispatch, repair, and data recording.

C.2.1.9 Program Management and Business Support Services is responsible for a variety of tactical - short term, and strategic - long term programs. Some are self contained projects, while others may impact several areas e.g. Networks, Systems, Finance, and Customer Care. Program Managers establish, and then manage these work programs from inception through to deployment and service introduction. In the process, they coordinate all activities across the various DC-NET departments, external suppliers, and Agency staff as required. They are also responsible for providing general office support functions to the entire DC-NET team. These include web site design & implementation, providing a channel for DC-NET web content and site management, warehouse and inventory management, staff training planning and co-ordination, and new employee orientation.

C.2.1.10 Executive group comprises several key managers and/or individually run departments in DC-NET, including but not limited to executive management, human resources and procurement. Human Resources is responsible for developing DC-NET's HR policies, leading HR activities, such as performance evaluations, compensation, labor relations, benefits, training, as well as contractor and employee services. Procurement leads all efforts in the area of Contracting and Procurement for DC-NET. This department works together with DC-NET staff to establish documented requirements for materials and services required to sustain and develop both the operations and project elements of DC-NET. This department will have to work closely with the Office of Contracting and Procurement for the District of Columbia to complete these procurements in line with all established laws and provisions. This department is also the primary contact and mediator for contractual issues for DC-NET. This involves working proactively with contractors to ensure compliance of the terms of all agreements and purchase orders. As well as serving as liaison between DC-NET staff and the contractors providing materials or services for aspects of the operations or project that pertain to them.

C.3 REQUIREMENTS

C.3.1 GENERAL

This solicitation is divided into nine functional groups. Each functional group is comprised of a package of CLINs. Contractors responding to this solicitation will be evaluated on their ability to meet the staff augmentation needs for the specific functional group(s) they are responding to. Contractors may respond to as many or as few functional groups as they choose. However, contractors must respond with pricing for every CLIN in the functional group(s) they are responding to. If the pricing for a functional group is not complete, the response may not be considered. The contractor's response to these CLINs shall be considered final for the duration of the contract when awarded. The criteria for selection are as follows in section C.3.2.

C.3.1.1 Project Task

All prices will be listed as hourly rates and must be placed in *Section B* for the appropriate functional group. Functional groups are broken down into subsections of *Section B*.

C.3.1.2 Each CLIN in *Section B* corresponds to a specific position description, which qualifies as the scope of work for that CLIN. The proposed pricing for each CLIN shall be made solely with respect to the position it references.

C.3.1.3 Contractors who are awarded IDIQ contracts may be solicited to provide one or more candidates for a specific Task Order. These proposed candidate(s) will be competed among two or more contractors who've also been awarded IDIQ contracts under this solicitation. The criteria for selection in this process are as follows in section F.3.

C.3.2 Response Evaluation Criteria and Award

This Request for Proposal (RFP) seeks responses from qualified contractors to address the staff augmentation requirements of DC-NET for the period of one-year with multiple option periods to follow for a total of 3 years. IDIQ contracts will be awarded to qualified contractors by functional group as described in C.2.1 and *Section B*. In an effort to meet the staffing needs of the DC-NET project the office of Contracting and Procurement reserves the right to award Indefinite Delivery Indefinite Quantity (IDIQ) contracts to multiple qualifying contractors.

C.3.2.1 Required Response Format Contractors must submit their responses to the RFP in each of the templates provided in *attachments A, B, C & Section B*. Failure to do so or attempting to offer these responses in any other format may result in the disqualification of their response.

C.3.2.2 IDIQ contracts will be awarded by functional grouping to contractors who qualify based on a "best value" analysis. This determination will be a function of several criteria that measure vendor's experience in meeting staff augmentation requirements for similar organizations, the functional area they are responding to, client references, and price. Each criterion will be worth a set number points, which will be aggregated to a total score from 0 to 100 points.

C.4 Monitoring Plan

C.4.1 PERFORMANCE MONITORING PLAN		
Reference this section in Section E of the solicitation: Acceptance and Inspection		
Performance Requirements	Performance Standards	Surveillance Method & Frequency
<i>The standard of performance for each CLIN relates to the ability of the contractor to meet the requirements for each position as established in the SOW.</i>	<i>Standards will be established as part of a staff performance plan based on objectives of the department to which the incumbent is assigned.</i>	<i>Performance reviews to be conducted in accordance with the staff performance plan, but no less frequently than once each year..</i>

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SECTION D: PACKAGING AND MARKING

This Section is not applicable to this solicitation

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SECTION E: INSPECTION AND ACCEPTANCE

E.1. INSPECTION AND ACCEPTANCE

- (a) Inspection and acceptance of the supplies/services to be furnished hereunder shall be made at destination by the Contracting Officer Technical Representative (COTR) or his duly authorized representative in accordance with the following:

The inspection and acceptance requirements for the resultant contract shall be governed by clause number six (6), Inspection of Services, of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated November, 2004.

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SECTION F: DELIVERIES OR PERFORMANCE

F.1 CONTRACT TYPE

F.1.1 This is an Indefinite Delivery Indefinite Quantity (IDIQ) labor hour contract based on a fixed unit price.

F.2 TERM OF CONTRACT

The term of the contract shall be one year from date of award as specified on page one (1) of the contract.

F.2.1 OPTION PERIOD

F.2.1.1 The District may extend the term of this contract by exercising up to two (2) one-year, option periods.

F.2.1.2 The total duration of this contract, including the exercise of any options under this clause, shall not exceed three (3) years.

F.2.2 OPTION TO EXTEND THE TERM OF THE CONTRACT

F.2.2.1 The District may extend the term of this contract for a period of two, one-year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract, provided that the District shall give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

F.2.2.2 If the District exercises this option, the extended contract shall be considered to include this option provision.

F.2.2.3 The price for the option period shall be as specified in the contract.

F.3 TERMS OF AWARD

(a) Contractors awarded an Indefinite Delivery Indefinite Quantity contract are not guaranteed any more than the established minimum value of the contract and cannot provide services valued over the maximum value established in a given contract period.

(b) The minimum value of each IDIQ will be \$50 for the base line period. Maximum values will be established upon award.

- (c) When solicited for candidates for a particular Task Order Contractors are permitted to discount from their scheduled price.
- (d) If more than one vendor submits the same candidate for a requested Task Order, and that candidate is selected, DC-NET will be obligated to award that order to vendor proposing the lowest billable rate.
- (e) All orders over \$100,000 will require certification that the recipient vendor is compliant with all Office of Tax and Revenue (OTR) and Department of Employment Services (DOES) tax and employment requirements.

F.3.4 Post Award

Also included shall be a copy of the proposed candidate(s) resume and any other relevant or requested documentation. A turn around time will be established by Office of Contracting and Procurement at the time of request. **Contractors shall always have a minimum of 5 business days to respond.**

F.3.4.1 Evaluation of Candidates: Candidates experience and skills will be compared to specific experience and skill requirements stated in the position description associated with the corresponding CLIN. An internal rating system will be used to identify the candidate(s) with experience and skills which best match the position description.

F.3.4.2 When contracting for a specific CLIN(s), DC-NET will ask two or more contractors to submit a resume and proposal for that CLIN. Proposals will be evaluated based on the candidate's experience, technical skills and price in relation to the position description for that CLIN.

F.3.5 Contract Terms and Conditions

F.3.5.1 Work Environment

- (a) DC-NET core business hours are from 8:30 AM to 5:30 PM Monday through Friday. All contractors are to be at their assigned work site during those times unless directed otherwise.
- (b) Contractors are not permitted to work off-site or telecommute without prior consent of the DC-NET COTR for the task order.
- (c) All contract employees are expected to work a regular 40 hour week unless they receive explicit permission to do otherwise.
- (d) Contractors are billable at a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the DC-Net COTR for the task order.

(e) Authorized overtime will be paid at the rate established in the CLIN for that position.

(f) All contractors are expected to follow the policy and procedures for DC-NET staff as established by the DC-NET human resources department.

(g) Rates include local travel. Out-of-town travel is not anticipated, but will be handled on an agreed case by case basis should it become necessary. Travel will be in accordance with GSA joint travel regulations.

F.4 DELIVERABLES

This Section is not applicable to this solicitation

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SECTION G: CONTRACT ADMINISTRATION DATA

G.1 INVOICE PAYMENT

G.1.1 The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.

G.1.2 The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

G.2 INVOICE SUBMITTAL

G.2.1 The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in Section G.4. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in Section G.9 below. The address of the CFO is:

Name: Chief Financial Officer
Office of the Chief Technology Officer
Attn: Accounts Payable
Address: 441 4th Street NW, Suite 930S
Washington, D.C. 20001
Telephone: (202) 727-2277
Fax: (202) 727-1216
E-mail: octo.accountspayable@dc.gov

G.2.2 To constitute a proper invoice, the Contractor shall submit the following information on the invoice:

G.2.2.1 Contractor's name, Federal tax ID and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);

G.2.2.2 Contract number and invoice number;

G.2.2.3 Description, price, quantity and the date(s) that the supplies or services were delivered or performed;

G.2.2.4 Other supporting documentation or information, as required by the Contracting Officer;

G.2.2.5 Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;

G.2.2.6 Name, title, phone number of person preparing the invoice;

G.2.2.7 Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and

G.2.2.8 Authorized signature

G.3 FIRST SOURCE AGREEMENT REQUEST FOR FINAL PAYMENT

G.3.1 For contracts subject to the 51% District Residents New Hires Requirements and First Source Employment Agreement, final request for payment must be accompanied by the report or a waiver of compliance discussed in H.3.

G.3.2 No final payment shall be made to the Contractor until the CFO has received the CO's final determination or approval of waiver of the Contractor's compliance with 51% District Residents New Hires Requirements and First Source Employment Agreement.

G.4 METHOD OF PAYMENT

The District shall pay the monthly amount due the Contractor under this contract Upon completion and acceptance of all work and properly executed invoice.

G.5 ASSIGNMENTS

G.5.1 In accordance with 27 DCMR, 3250, unless otherwise prohibited by this contract, the Contractor may assign funds due or to become due as a result of the performance of this contract to a bank, trust company, or other financing institution

G.5.2 Any assignment shall cover all unpaid amounts payable under this contract, and shall not be made to more than one party.

G.5.3 Notwithstanding an assignment of money claims pursuant to authority contained in the contract, the Contractor, not the assignee, is required to prepare invoices. Where such an assignment has been made, the original copy of the invoice must refer to the assignment and must show that payment of the invoice is to be made directly to the assignee as follows:

Pursuant to the instrument of assignment dated _____,
make payment of this invoice to _____
(name and address of assignee).

G.6 CONTRACTING OFFICER (CO)

Contracts may be entered into and signed on behalf of the District Government only by contracting officers. The address and telephone number of the Contracting Officer is:

William E. Sharp, Contracting Officer
Office of Contracting and Procurement
Office of the Chief Technology Officer
441 4th Street NW, Suite 930 South
Washington, DC 20001
Telephone: 202-727-5274
Fax: 202-727-1679
E-mail: William.Sharp@dc.gov

G.7 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

- G.7.1 The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.
- G.7.2 The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the Contracting Officer.
- G.7.3 In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, the change shall be considered to have been made without authority and no adjustment shall be made in the contract price to cover any cost increase incurred as a result thereof.

G.8 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

- G.8.1 The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract is:

Adam Rinderle
Office of the Chief Technology Officer
DC-Net
655 15th Street NW, Suite 400
Washington, D.C. 20005
Adam.Rinderle@dc.gov
Telephone Number: (202) 715-3799

- G.8.2 It is understood and agreed that the COTR shall not have authority to make any changes in the specifications/scope of work or terms and conditions of the contract.
- G.8.3 Contractor may be held fully responsible for any changes not authorized in advance, in writing, by the Agency Chief Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

G.9 ORDERING CLAUSE

- G.9.1 Any supplies and services to be furnished under this contract must be ordered by issuance of delivery orders or task orders by the Contracting Officer. Such orders will be issued during the term of this contract.
- G.9.2 All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of a conflict between a delivery order or task order and this contract, the contract shall control.
- G.9.3 If mailed, a delivery order or task order is considered "issued" when the District deposits the order in the mail. Orders may be issued by facsimile or by electronic commerce methods.

G.10 ISSUANCE OF DELIVERY ORDER/TASK ORDERS

- G.10.1 The District will issue the Contractor a Statement of Work (SOW) to provide the services at the sites specified by the Contracting Officer.
- G.10.2 The contractor shall submit to the Contracting Officer a technical and price proposal for each site specified in the SOW. The Contractor's Price Proposals shall be based on the fixed price stated in Section B of the contract.
- G.10.3 The District Government will solicit an IDIQ contract. Once the IDIQ contracts have been established for each functional grouping, the Government will issue task orders against the IDIQ contract. Each request for task orders will be competed among two or more qualified Contractors and an award will be made to the most responsible offeror(s), whose offer conforming to the task order will be most advantageous to the District, considering the factors specified in the task order.
- G.10.4 The contractors shall provide on their company letterhead a brief description of the candidate(s) they are proposing and identified by CLIN. Proposals shall be limited to an individual task order. Included in this proposal shall be a confirmation of the billable rate being offered, which may be discounted from, but cannot exceed the rate in the contract.

SECTION H: SPECIAL CONTRACT REQUIREMENTS

H.1 DEPARTMENT OF LABOR WAGE DETERMINATIONS

The Contractor shall be bound by the Wage Determination No. 1994-2103 Revision No. 35 dated 05/23/2006, issued by the U.S. Department of Labor in accordance with and incorporated herein as Attachment J.2 of this contract. The Contractor shall be bound by the wage rates for the term of the Contract. If an option is exercised, the Contractor shall be bound by the applicable wage rate at the time of the option. If the option is exercised and the Contracting Officer for the option obtains a revised wage determination, that determination is applicable for the option periods; the Contractor may be entitled to an equitable adjustment.

H.2 AUDITS, RECORDS, AND RECORD RETENTION

H.2.1 At any time or times before final payment and three (3) years thereafter, the Contracting Officer may have the Contractor's invoices or vouchers and statements of cost audited. For cost reimbursement contracts, any payment may be reduced by amounts found by the Contracting Officer not to constitute allowable costs as adjusted for prior overpayment or underpayment. In the event that all payments have been made to the Contractor by the District Government and an overpayment is found, the Contractor shall reimburse the District for said overpayment within thirty (30) days after written notification.

H.2.2 The Contractor shall establish and maintain books, records, and documents (including electronic storage media) in accordance with generally accepted accounting principles and practices which sufficiently and properly reflect all revenues and expenditures of funds provided by the District under the contract that results from this contract.

H.2.3 The Contractor shall retain all records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to the contract for a period of five (5) years after termination of the contract, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of the contract.

H.2.4 The Contractor shall assure that these records shall be subject at all reasonable times to inspection, review, or audit by Federal, District, or other personnel duly authorized by the Contracting Officer.

H.2.5 Persons duly authorized by the Contracting Officer shall have full access to and the right to examine any of the Contractor's contract and related records and documents, regardless of the form in which kept, at all reasonable times for as long as records are retained.

H.2.6 The Contractor shall include these aforementioned audit and record keeping requirements in all approved subcontracts and assignments.

H.3 PUBLICITY

The Contractor shall at all times obtain the prior written approval from the Contracting Officer before it, any of its officers, agents, employees or subcontractor either during or after expiration or termination of the contract make any statement, or issue any material, for publication through any medium of communication, bearing on the work performed or data collected under this contract.

H.4 CONFLICT OF INTEREST

H.4.1 No official or employee of the District of Columbia or the Federal Government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall, prior to the completion of the project, voluntarily acquire any personal interest, direct or indirect, in the contract or proposed contract. (DC Procurement Practices Act of 1985, D.C. Law 6-85, D.C. Code section 2-310.01 and Chapter 18 of the DC Personnel Regulations).

H.4.2 The Contractor represents and covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants not to employ any person having such known interests in the performance of the contract.

H.5 51% District Residents New Hires Requirements and First Source Employment Agreement

H.5.1 The contractor shall comply with the First Source Employment Agreement Act of 1984, as amended, D.C. Official Code, sec. 2-219.01 *et seq.* ("First Source Act").

H.5.2 The contractor shall enter into and maintain, during the term of the contract, a First Source Employment Agreement, in which the contractor shall agree that:

- (1) The first source for finding employees to fill all jobs created in order to perform this contract shall be the Department of Employment Services ("DOES"); and
- (2) The first source for finding employees to fill any vacancy occurring in all jobs covered by the First Source Employment Agreement shall be the First Source Register.

H.5.3 The contractor shall submit to DOES, no later than the 10th each month following execution of the contract, a First Source Agreement Contract Compliance Report

(“contract compliance report”) verifying its compliance with the First Source Agreement for the preceding month. The contract compliance report for the contract shall include the following:

- (1) Number of employees needed;
- (2) Number of current employees transferred;
- (2) Number of new job openings created;
- (3) Number of job openings listed with DOES;
- (4) Total number of all District residents hired for the reporting period and the cumulative total number of District residents hired; and
- (5) Total number of all employees hired for the reporting period and the cumulative total number of employees hired, including:
 - (a) Name;
 - (b) Social Security number;
 - (c) Job title;
 - (d) Hire date;
 - (e) Residence; and
 - (f) Referral source for all new hires.

H.5.4 If the contract amount is equal to or greater than \$100,000, the contractor agrees that 51% of the new employees hired for the contract shall be District residents.

H.5.5 With the submission of the contractor’s final request for payment from the District, the contractor shall:

- (1) Document in a report to the Contracting Officer its compliance with the section H.5.4 of this clause; or
- (2) Submit a request to the Contracting Officer for a waiver of compliance with section H.5.4 and include the following documentation:
 - (a) Material supporting a good faith effort to comply;
 - (b) Referrals provided by DOES and other referral sources;
 - (c) Advertisement of job openings listed with DOES and other referral sources; and
 - (d) Any documentation supporting the waiver request pursuant to section H.5.6.

H.5.6 The contracting officer may waive the provisions of section H.5.4 if the contracting officer finds that:

- (1) A good faith effort to comply is demonstrated by the contractor;
- (2) The contractor is located outside the Washington Standard Metropolitan Statistical Area and none of the contract work is performed inside the Washington Standard Metropolitan Statistical Area which includes the District of Columbia; the Virginia Cities of Alexandria, Falls Church, Manassas, Manassas Park, Fairfax, and Fredericksburg, the Virginia Counties of Fairfax, Arlington, Prince William, Loudoun, Stafford, Clarke, Warren, Fauquier, Culpeper, Spotsylvania, and King George; the Maryland Counties of

Montgomery, Prince Georges, Charles, Frederick, and Calvert; and the West Virginia Counties of Berkeley and Jefferson.

- (3) The contractor enters into a special workforce development training or placement arrangement with DOES; or
- (4) DOES certifies that there are insufficient numbers of District residents in the labor market possessing the skills required by the positions created as a result of the contract.

H.5.7 Upon receipt of the contractor's final payment request and related documentation pursuant to sections H.5.5 and H.5.6, the Contracting Officer shall determine whether the contractor is in compliance with section H.5.4 or whether a waiver of compliance pursuant to section H.5.6 is justified. If the Contracting Officer determines that the contractor is in compliance, or that a waiver of compliance is justified, the contracting officer shall, within two business days of making the determination forward a copy of the determination to the Agency Chief Financial Officer and the COTR.

H.5.8 Willful breach of the First Source Employment Agreement, or failure to submit the report pursuant to section H.5.5, or deliberate submission of falsified data, may be enforced by the Contracting Officer through imposition of penalties, including monetary fines of 5% of the total amount of the direct and indirect labor costs of the contract. The contractor shall make payment to DOES. The contractor may appeal to the D.C. Contract Appeals Board as provided in the contract any decision of the contracting officer pursuant to this section H.5.8.

H.5.9 The provisions of sections H.5.4 through H.5.8 do not apply to nonprofit organizations.

H.6 PROTECTION OF PROPERTY:

The Contractor shall be responsible for any damage to the building, interior, or their approaches in delivering equipment covered by this contract.

H.7 AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)

During the performance of the contract, the Contractor and any of its subcontractors shall comply with the ADA. The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability.

See 42 U.S.C. 12101 et seq.

H.8 SECTION 504 OF THE REHABILITATION ACT OF 1973, as amended.

During the performance of the contract, the Contractor and any of its subcontractors shall comply with Section 504 of the Rehabilitation Act of 1973, as amended. This Act prohibits discrimination against disabled people in federally funded program and activities. See 29 U.S.C. 794 et seq.

H.9 RESERVED

H.10 CONTRACTOR RESPONSIBILITIES

The Contractor shall provide the required services and documents as specified in this contract in writing and at the times and places as directed by the DC-Net COTR.

H.11 FAIR LABOR STANDARDS ACT OF 1938 (FLSA)

All positions eligible for overtime pay shall be listed on the CLIN as overtime rate. The Contractor shall be paid overtime in accordance with the FLSA established standards for minimum wages and overtime pay.

H.12 CRIMINAL BACKGROUND

All contractors whose responsibilities require them to have access to Metropolitan Police Department or other locations which may require these checks in the future must be able to pass a criminal background check to be paid for by the contractor company. (The current positions requiring a criminal background check are designated by an asterisk next to the CLIN number.) Contractors should not submit a candidate for one of these positions if there is any reason to question their candidate's ability to meet this requirement.

H.13 ADVISORY AND ASSISTANCE

The contract is a "non-personal services contract." It is therefore, understood and agreed that the contractor and/or the contractor's employees: (1) shall perform the services specified herein as independent contractors, not as employees of the government; (2) shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

H.14 HIRING CLAUSE

By accepting this order or contract, the contractor agrees, that the District, at its discretion, after completion of 500 hours. The District may hire an individual who is performing services as a result of this order or contract, without restriction, penalties or fees.

H.15 LIQUIDATED DAMAGES

- a. If during the performance of this contract, the Contractor fails to comply with the subcontracting plan submitted in accordance with the requirements of this contract and 27 DCMR 804.9, 39 DCR 5578 (July 24, 1992), and as approved by the Contracting Officer, the Contractor shall pay to the District liquidated damages in the sum of \$560.00, for each day the Contractor fails to comply with the subcontracting plan, unless the Contracting Officer determines that the Contractor made good faith efforts to comply with the subcontracting plan in accordance with subparagraph (b) below.
- b. Prior to assessing any liquidated damages under this provision, the Contracting Officer shall issue a written notice informing the Contractor that it is not in compliance with the subcontracting plan and set forth the areas of non-compliance. The written notice from the Contracting Officer shall provide the Contractor with ten (10) days from the date of receipt of the written notice to correct any areas of non-compliance or to demonstrate that the contractor has used good faith efforts to comply with the subcontracting plan. If the contractor fails to correct any areas of non-compliance or demonstrate good faith efforts within the ten-day period, the Contracting Officer shall assess liquidated damages beginning on the first day after the end of the ten-day period.
- c. If failure to comply with the subcontracting plan is such that the Contracting Officer determines it to be a material breach of the contract and terminates the contract under the Default Clause of the Standard Contract Provisions, the contractor shall be liable for aforementioned liquidated damages accruing until the time the District may reasonably obtain similar goods and services.

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SECTION I: CONTRACT CLAUSES

I.1 APPLICABILITY OF STANDARD CONTRACT PROVISIONS

The Standard Contract Provisions for use with District of Columbia Government Supply and Services Contracts dated November 2004, (Attachment J.1) the District of Columbia Procurement Practices Act of 1985, as amended, and Title 27 of the District of Columbia Municipal Regulations, as amended, are incorporated as part of the contract resulting from this contract.

I.2 CONTRACTS THAT CROSS FISCAL YEARS

In accordance with paragraph 3240.5 of the DCMR 27, continuation of this contract beyond the current fiscal year is contingent upon future fiscal appropriations.

AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR.

Funds are not presently available for performance under this contract beyond September 30, 2006. No legal liability on the part of the Government for any payment may arise for performance under this contract beyond September 30, 2006, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

I.3 CONFIDENTIALITY OF INFORMATION

All information obtained by the Contractor relating to any employee or customer of the District shall be kept in absolute confidence and shall not be used by the Contractor in connection with any other matters, nor shall any such information be disclosed to any other person, firm, or corporation, in accordance with the District and Federal laws governing the confidentiality of records.

I.4 TIME

Time, if stated in a number of days, shall include Saturdays, Sundays, and holidays, unless otherwise stated herein.

I.5 RESTRICTION ON DISCLOSURE AND USE OF DATA

Offerors who include in their proposal data that they do not want disclosed to the public or used by the District Government except for use in the procurement process shall:

I.5.1 Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the District Government and shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process.

I.5.2 If however, a contract is awarded to this Offeror as a result of or in connection with the submission of this data, the District Government shall have the right to duplicate, use, or disclose the data to the extent consistent with the District's needs in the procurement process. This restriction does not limit the District's rights to use, without restriction, information contained in this data if it is obtained from another source. The data subject to this restriction are contained in sheets (insert numbers or other identification of sheets)."

I.5.3 Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

I.6 RIGHTS IN DATA

I.6.1 "Data," as used herein, means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.

I.6.2 The term "Technical Data", as used herein, means recorded information, regardless of form or characteristic, of a scientific or technical nature. It may, for example, document research, experimental, developmental or engineering work, or be usable or used to define a design or process or to procure, produce, support, maintain, or operate material. The data may be graphic or pictorial delineations in media such as drawings or photographs, text in specifications or related performance or design type documents or computer printouts. Examples of technical data include research and engineering data, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information, and computer software documentation. Technical data does not include computer software or financial, administrative, cost and pricing, and management data or other information incidental to contract administration.

I.6.3 The term "Computer Software", as used herein means computer programs and computer databases. "Computer Programs", as used herein means a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. "Computer Programs" include operating systems, assemblers, compilers, interpreters, data management systems, utility programs, sort merge programs, and automated data processing equipment maintenance diagnostic programs, as well as applications programs such as payroll, inventory control and engineering analysis programs. Computer programs may be either machine-dependent or machine-independent, and may be general purpose in nature or designed to satisfy the requirements of a particular user.

I.6.4 The term "computer databases", as used herein, means a collection of data in a form capable of being processed and operated on by a computer.

- I.6.5 All data first produced in the performance of this Contract shall be the sole property of the District. The Contractor hereby acknowledges that all data, including, without limitation, computer program codes, produced by Contractor for the District under this Contract, are works made for hire and are the sole property of the District; but, to the extent any such data may not, by operation of law, be works made for hire, Contractor hereby transfers and assigns to the District the ownership of copyright in such works, whether published or unpublished. The Contractor agrees to give the District all assistance reasonably necessary to perfect such rights including, but not limited to, the works and supporting documentation and the execution of any instrument required to register copyrights. The Contractor agrees not to assert any rights in common law or in equity in such data. The Contractor shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.
- I.6.6 The District shall have restricted rights in data, including computer software and all accompanying documentation, manuals and instructional materials, listed or described in a license or agreement made a part of this contract, which the parties have agreed shall be furnished with restricted rights, provided however, not withstanding any contrary provision in any such license or agreement, such restricted rights shall include, as a minimum the right to:
- I.6.6.1 Use the computer software and all accompanying documentation and manuals or instructional materials with the computer for which or with which it was acquired, including use at any District installation to which the computer may be transferred by the District;
 - I.6.6.2 Use the computer software and all accompanying documentation and manuals or instructional materials with a backup computer if the computer for which or with which it was acquired is inoperative;
 - I.6.6.3 Copy computer programs for safekeeping (archives) or backup purposes; and
 - I.6.6.4 Modify the computer software and all accompanying documentation and manuals or instructional materials, or combine it with other software, subject to the provision that the modified portions shall remain subject to these restrictions.
- I.6.7 The restricted rights set forth in section I.6.6 are of no effect unless
- (i) the data is marked by the Contractor with the following legend:

RESTRICTED RIGHTS LEGEND

Use, duplication, or disclosure is subject to restrictions stated in Contract No. _____

With _____ (Contractor's Name); and

- (ii) If the data is computer software, the related computer software documentation includes a prominent statement of the restrictions applicable to the computer software. The Contractor may not place any legend on the computer software indicating restrictions on the District's rights in such software unless the restrictions are set forth in a license or agreement made a part of the contract prior to the delivery date of the software. Failure of the Contractor to apply a restricted rights legend to such computer software shall relieve the District of liability with respect to such unmarked software.

I.6.8 In addition to the rights granted in Section I.6.6 above, the Contractor hereby grants to the District a nonexclusive, paid-up license throughout the world, of the same scope as restricted rights set forth in Section I.6.6 above, under any copyright owned by the Contractor, in any work of authorship prepared for or acquired by the District under this contract. Unless written approval of the contracting Officer is obtained, the Contractor shall not include in technical data or computer software prepared for or acquired by the District under this contract any works of authorship in which copyright is not owned by the Contractor without acquiring for the District any rights necessary to perfect a copyright license of the scope specified in the first sentence of this paragraph.

I.6.9 Whenever any data, including computer software, are to be obtained from a subcontractor under this contract, the Contractor shall use Section I.6 in the subcontract, without alteration, and no other clause shall be used to enlarge or diminish the District's or the Contractor's rights in that subcontractor data or computer software which is required for the District.

I.6.10 For all computer software furnished to the District with the rights specified in Section I.6.5, the Contractor shall furnish to the District, a copy of the source code with such rights of the scope specified in Section I.6.5. For all computer software furnished to the District with the restricted rights specified in Section I.6.6, the District, if the Contractor, either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the District under this contract or any paid-up maintenance agreement, or if Contractor should be declared bankrupt or insolvent by the court of competent jurisdiction, shall have the right to obtain, for its own and sole use only, a single copy of the then current version of the source code supplied under this contract, and a single copy of the documentation associated therewith, upon payment to the person in control of the source code the reasonable cost of making each copy.

- I.6.11 The Contractor shall indemnify and save and hold harmless the District, its officers, agents and employees acting within the scope of their official duties against any liability, including costs and expenses, (i) for violation of proprietary rights, copyrights, or rights of privacy, arising out of the publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under this contract, or (ii) based upon any data furnished under this contract, or based upon libelous or other unlawful matter contained in such data.
- I.6.12 Nothing contained in this clause shall imply a license to the District under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the District under any patent.
- I.6.13 Paragraphs I.6.6, I.6.7, I.6.8, I.6.11 and I.6.12 above are not applicable to material furnished to the Contractor by the District and incorporated in the work furnished under contract, provided that such incorporated material is identified by the Contractor at the time of delivery of such work

I.7 OTHER CONTRACTORS

The Contractor shall not commit or permit any act that shall interfere with the performance of work by another District Contractor or by any District employee.

I.8 SUBCONTRACTS

The Contractor hereunder shall not subcontract any of the Contractor's work or services to any subcontractor without the prior, written consent of the Contracting Officer. Any work or service so subcontracted shall be performed pursuant to a subcontract agreement, which the District shall have the right to review and approve prior to its execution to the Contractor. Any such subcontract shall specify that the Contractor and the subcontractor shall be subject to every provision of this contract. Notwithstanding any such subcontractor approved by the District, the Contractor shall remain liable to the District for all Contractor's work and services required hereunder.

I.9 CONTINUITY OF SERVICES

- I.9.1 The Contractor recognizes that the services provided under this contract are vital to the District of Columbia and must be continued without interruption and that, upon contract expiration or termination, a successor, either the District Government or another contractor, at the District's option, may continue to provide these services. To that end, the Contractor agrees to:
- I.9.1.1 Furnish phase-out, phase-in (transition) training; and
 - I.9.1.2 Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

I.10 INSURANCE

The Contractor shall obtain the minimum insurance coverage set forth below prior to award of the contract and within ten (10) calendar days after being called upon by the District to do so and keep such insurance in force throughout the contract period.

I.10.1 Bodily Injury: The Contractor shall carry bodily injury insurance coverage written in the comprehensive form of policy of at least \$500,000 per occurrence.

I.10.2 Property Damage: The Contractor shall carry property damage insurance of at least (\$20,000) per occurrence.

I.10.3 Workers' Compensation: The Contractor shall carry workers' compensation insurance covering all of its employees employed upon the premises and in connection with its other operations pertaining to this contract, and the Contractor agrees to comply at all times with the provisions of the workers' compensation laws of the District.

I.10.4 Employer's Liability: The Contractor shall carry employer's liability coverage of at least one hundred thousand dollars (\$100,000).

I.10.5 Automobile Liability: The contractor shall maintain automobile liability insurance written on the comprehensive form of policy. The policy shall provide for bodily injury and property damage liability covering the operation of all automobiles used in connection with performing the contract. Policies shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage.

I.10.6 All insurance provided by the Contractor as required by this section, except comprehensive automobile liability insurance, shall set forth the District as an additional named insured. All insurance shall be written with responsible companies licensed by the District of Columbia's Department of Insurance and Securities Regulation with a certificate of insurance to be delivered to the District's Contracting Officer within fourteen (14) days of contract award. The policies of insurance shall provide for at least thirty (30) days written notice to the District prior to their termination or material alteration.

I.11 EQUAL EMPLOYMENT OPPORTUNITY

In accordance with the District of Columbia Administrative Issuance System, Mayor's Order 85-85 dated June 10, 1985, an award cannot be made to any Offeror who has not satisfied the equal employment requirements as set forth by the Department of Human Rights and Local Business Development.

I.12 ORDER OF PRECEDENCE

Any inconsistency in this solicitation shall be resolved by giving precedence in the following order: the Supplies or Services and Price/Cost Section (Section B), Specifications/Work Statement (Section C), the Special Contract Requirements (Section H), the Contract Clauses (Section I), and the SCP.

I.13 CONTRACTS IN EXCESS OF \$1 MILLION DOLLARS

Any contract in excess of \$1,000,000 shall not be binding or give rise to any claim or demand against the District until approved by the Council of the District of Columbia and signed by the Contracting Officer.

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SECTION J: LIST OF ATTACHMENTS

- J.1** DC Standard Contract Provisions (SCP) dated November 2004. To obtain a copy of the SCP go to www.ocp.dc.gov, click on Solicitation Attachments
- J.2** Wage Determination No. 1994-2103 (Revision No. 35 dated 05/23/2006)
- J.3** RESERVED
- J.4** Vendor Industry Experience
- J.5** Functional Area
- J.6** Past Performance Evaluation Form
- J.7** DC-Net Holiday Schedule
- J.8** Fair Labor Standards Act of 1938

INCORPORATED ATTACHMENTS *(The following forms, located at www.ocp.dc.gov click on solicitation attachments, shall be completed and incorporated with the offer.)*

INCORPORATED ATTACHMENTS GSA Wage Determination, *(located at www.gsa.gov click on Services, and then under Financial Services on GSA Schedules, click on then Wage Determinations.)*

- J.9** First Source Employment Agreement
- J.10** Tax Certification Affidavit
- J.11** LSDBE Certification Package
- J.12** E.E.O. Information and Mayor' s Order 85-85
- J.13** Cost/Price Data Package

SECTION K: REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 AUTHORIZED NEGOTIATORS

The Offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

Name:

Title:

Telephone:

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The Offeror, by checking the applicable box, represents that

(a) It operates as:

_____ a corporation incorporated under the laws of the State of _____

_____ an individual,

_____ a partnership

_____ a nonprofit organization, or

_____ a joint venture; or

(b) If the Offeror is a foreign entity, it operates as:

_____ an individual

_____ a joint venture, or

_____ a corporation registered for business in _____
(Country)

K.3 EMPLOYMENT AGREEMENT

For all offers over \$100,000, except for those in which the Offeror is located outside the Washington Metropolitan Area and shall perform no work in the Washington Metropolitan Area, the following certification is required (see Clause 28 of the Standard Contract Provisions). The Offeror recognizes that one of the primary goals of the District government is the creation of job opportunities for bona fide District residents. Accordingly, the Offeror agrees to pursue the District's following goals for utilization of bona fide residents of the District of Columbia with respect to this contract and in compliance with Mayor's Order 83-265 and implementing instructions: (1) at least 51% of all jobs created as a result of this contract are to be performed by employees who are residents of the District of Columbia; and (2) at least 51% of apprentices and trainees shall be residents of the District of Columbia registered in programs approved by the D.C. Apprenticeship Council. The Offeror also agrees to notify all perspective

subcontractors, prior to execution of any contractual agreements, that the subcontractors are expected to implement Mayor's Order 83-265 in their own employment practices. The Offeror understands and shall comply with the requirements of The Volunteer Apprenticeship Act of 1978, D.C. Code sec. 32-1401 et seq., and the First Source Employment Agreement Act of 1984, D.C. Code sec. 2-219.01 et seq.

The Offeror certifies that it intends to enter into a First Source Employment Agreement with the District of Columbia Department of Employment Services (DOES). Under this First Source Employment Agreement, the Offeror shall use DOES as the first source for recruitment and referral of any new employees. The Offeror shall negotiate the First Source Employment Agreement directly with DOES. Nothing in this certification or the First Source Employment Agreement shall be construed as requiring the Offeror to hire or train persons it does not consider qualified based on standards the Offeror applies to all job applicants.

Name _____ Title _____

Signature _____ Date _____

K.4 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor's Order 85-85, "Compliance with Equal Opportunity Obligations in Contracts", dated June 10, 1985 and the Office of Human Rights' regulations, Chapter 11, "Compliance with Equal Employment Opportunity Requirements in Contracts", promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this contract and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the Offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor's Order 85-85 and the Office of Human Rights' regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror _____ Date _____

Name _____ Title _____

Signature _____

Offeror ____ has ____ has not participated in a previous contract or subcontract subject to the Mayor's Order 85-85. Offeror ____ has ____ has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed sub-offerors. (The above representations need not be submitted in connection with contracts or subcontracts, which are exempt from the Mayor's Order.)

K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION

Each offeror shall check one of the following:

_____ No person listed in Clause 13 of the SCP, "District Employees Not To Benefit" will benefit from this contract.

_____ The following person(s) listed in Clause 13 may benefit from this contract. For each person listed, attach the affidavit required by Clause 13 of the SCP.

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the Offeror is considered to be a certification by the signatory in accordance with D.C. Code 2-303.16 that:

- 1) The prices in this Contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any Offeror or competitor relating to:
 - (i) those prices
 - (ii) the intention to submit a Contract, or
 - (iii) the methods or factors used to calculate the prices in the Contract;
- 2) The prices in this Contract have not been and shall not be knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor before Contract opening unless otherwise required by law; and
- 3) No attempt has been made or shall be made by the Offeror to induce any other concern to submit or not to submit a Contract for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory;

- 1) Is the person in the Offeror's organization responsible for determining the prices being offered in this Contract, and that the signatory has not participated and shall not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
- 2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and shall not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

(insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the Offeror's organization);

- (ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and shall not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and
 - (iii) As an agent, has not participated, and shall not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.
- (a) If the Offeror deletes or modifies subparagraph (a)(2) above, the Offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.7 TAX CERTIFICATION

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.10.

K.8 METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS RIDER CLAUSE

USE OF CONTRACT(S) BY MEMBERS COMPRISING THE METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS PURCHASING OFFICERS' COMMITTEE.

If authorized by the bidder(s) resultant contract(s) will be extended to any or all of the listed members as designated by the bidder to purchase at contract prices in accordance with contract terms.

- A. Any member utilizing such contract(s) will place its own order(s) with the successful contractor. There shall be no obligation on the part of any participating member to utilize the contract(s).
- B. A negative reply will not adversely affect consideration of your bid/proposal.
- C. It is the awarded vendor's responsibility to notify the members shown below of the availability of the Contractor(s).
- D. Each participating jurisdiction has the option of executing a separate contract with the awardees. Contracts entered into with a participating jurisdiction may contain general terms and conditions unique to that jurisdiction including, by way of illustration and not limitation, clauses covering minority participation, non-discrimination,

indemnification, naming the jurisdiction as an additional insured under any required Comprehensive General Liability policies, and venue. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee(s), the awardee(s) may withdraw its extension of the award to that jurisdiction.

- E. The issuing jurisdiction shall not be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction by the awardees.

In pricing section of contract:

BIDDER'S AUTHORIZATION TO EXTEND CONTRACT:

<u>YES</u>	<u>NO</u>	<u>JURISDICTION</u>	<u>YES</u>	<u>NO</u>	<u>JURISDICTION</u>
___	___	Alexandria, Virginia	___	___	Met. Wash. Airports Authority
___	___	Alexandria Public School	___	___	Met. Wash. Council of Government
___	___	Arlington County, Virginia	___	___	Montgomery College
___	___	Arlington County Public School	___	___	Montgomery County, Maryland
___	___	Bowie, Maryland	___	___	Mont. County Public Schools
___	___	Charles County Public Schools			
___	___	College Park, Maryland	___	___	Prince George's County, Maryland
___	___	Culpeper County, Virginia	___	___	Prince George's Public Schools
___	___	District of Columbia	___	___	Prince William County, Virginia
___	___	District of Columbia Courts			
___	___	District of Columbia Public Schools	___	___	Prince William Public Schools
___	___	D.C. Water & Sewer Authority.	___	___	Prince William County Service Authority
___	___	Fairfax, Virginia	___	___	Rockville, Maryland
			___	___	Spotsylvania County Schools
___	___	Fairfax County, Virginia	___	___	Stafford County, Virginia
___	___	Fairfax County Water Authority	___	___	Takoma Park, Maryland
___	___	Falls Church, Virginia	___	___	Vienna, Virginia
___	___	Fauquier City. Sch. & Govt., VA	___	___	Wash. Metro. Area Transit Authority
___	___	Frederick County, Maryland	___	___	Wash. Suburban Sanitary Comm.
___	___	Manassas Public Schools	___	___	Winchester Public Schools
___	___	Gaithersburg, Maryland	___	___	Herndon, Virginia
___	___	Greenbelt, Maryland	___	___	Loudoun County, Virginia
___	___	Manassas, Virginia			
___	___	MD-Nat. Cap. Park & Plng. Comm.			

Vendor Name

SECTION L: INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1 CONTRACT AWARD

L.1.1 Most Advantageous to the District

The District intends to award multiple contract(s) resulting from this solicitation to the responsible offeror(s) whose offer(s) conforming to the solicitation will be most advantageous to the District, cost or price, technical and other factors, specified elsewhere in this solicitation considered.

L.1.2 Initial Offers

The District may award contracts on the basis of initial offers received, without discussion. Therefore, each initial offer should contain the offeror's best terms from a standpoint of cost or price, technical and other factors.

L.2 PRE-PROPOSAL CONFERENCE

L.2.1 A pre-proposal conference will be held at 10:00 a.m. on **July 31, 2006**, at the Office of Contracting and Procurement, 441 4th Street, N.W. 700 South, Washington, DC 20001. Prospective offerors will be given an opportunity to ask questions regarding this solicitation at the conference. The purpose of the conference is to provide a structured and formal opportunity for the District to accept questions from offerors on the solicitation document as well as to clarify the contents of the solicitation. Attending offerors must complete the pre-proposal conference Attendance Roster at the conference so that their attendance can be properly recorded.

L.2.2 Impromptu questions will be permitted and spontaneous answers will be provided at the District's discretion. Verbal answers given at the pre-proposal conference are only intended for general discussion and do not represent the Department's final position. All oral questions must be submitted in writing following the close of the pre-proposal conference but no later than five working days after the pre-bid conference in order to generate an official answer. Official answers will be provided in writing to all prospective offerors who are listed on the official offerors' list as having received a copy of the solicitation. Answers will be posted on the OCP website at www.ocp.dcgov.org.

L.3 PROPOSAL FORM, ORGANIZATION AND CONTENT

L.3.1 One original and five (5) copies of the written proposals shall be submitted in two parts, titled "Technical Proposal" and "Price Proposal". Proposals shall be typewritten in 12 point font size on 8.5" by 11" bond paper. Telephonic, telegraphic, and facsimile proposals will not be accepted. Each proposal shall be

submitted in a sealed envelope conspicuously marked: "Proposal in Response to Solicitation No. **POTO-2006-R-0035-DC-Net Staff Augmentation**."

L.3.2 Offerors are directed to the specific proposal evaluation criteria found in Section M of this solicitation, Evaluation Factors. The offeror shall respond to each factor in a way that will allow the District to evaluate the offeror's response. The offeror shall submit information in a clear, concise, factual and logical manner providing a comprehensive description of program services and service delivery. The information requested below for the technical proposal shall facilitate evaluation and source selection for all proposals. The technical proposal must contain sufficient detail to provide a clear and concise representation of the requirements in the statement of work.

L.3.2.a (Offerors are directed to the specific proposal evaluation criteria found in Section M of this solicitation, Evaluation Factors. The Offeror shall respond to each factor in a way that will allow the District to evaluate the Offeror's response. The Offeror shall submit information in a clear, concise, factual and logical manner providing a comprehensive description of program supplies and services delivery thereof. The information requested below for the technical proposal shall facilitate evaluation and best value source selection for all proposals. The technical proposal must contain sufficient detail to provide a clear and concise representation of the requirements in Section C.)

L.3.2.b A score of 75 has been established as the minimum qualifying score. All offerors who achieve the minimum score or higher for a particular functional group(s) will be considered for award of an IDIQ contracts for that functional group(s). Please note that this evaluation is being made specifically about the offeror and its abilities to meet the requirements for this staff augmentation. Specific candidates are not being considered in this phase of the evaluation.

L.3.3 Technical Proposal

Offerors shall identify or describe in its technical proposal the following:

L.3.3.1 Experience

This criterion considers the Offerors documented track record of meeting the staffing requirements of organizations similar to DC-NET in each of the project and the business segment(s) of the organization they are responding to.

L.3.3.2 Specifically, the offeror shall be evaluated on the number of labor hours they have contracted with telecommunications service providers, carriers services, internet service providers and other industries deemed similar to DC-NET's in the past three years. Offeror must submit this information in the template provided in Attachment A.

L.3.3.3 Offerors shall also be evaluated on their documented historical ability to staff for the functional departments area as detailed in section C.2.1 and the CLIN in *Section B* associated with that functional group. Contractors shall be required to list the number of hours they have contracted for, across any and all industries, in each of the specific functional department(s) over the course of the last three years. Offerors are required to use the template provided in Attachment B.

L.3.4 **Qualifications and Experience**

Offerors shall provide a description of the firm's experience in providing similar services to clients, specifically government entities. Offerors shall describe its staffing plan to meet the requirements of this solicitation, including key persons, availability of key persons, and resumes that demonstrate the qualifications, experience, training and certifications of each key person.

L. 3.5 **Technical Approach**

Offerors shall describe its overall approach to the project, including project management methodology and plan, organizational plan, communication plan, project controls, description of deliverables and timeframe for completion of tasks. Offerors shall describe the component activities to be completed to accomplish each task.

L.3.6 **Past Performance Evaluation**

This criterion considers documented references provided by the offeror. Offerors shall respond with 3 and only 3 references by providing contact information of recent or current customers. The Offeror has demonstrated that it has successfully provided similar services to similar clients. Offeror must have the Past Performance Evaluation Form (Attachment C) completed by at least three (3) entities for whom similar services have been provided in the past. **This form must be submitted directly from the Offeror's reference to Lisa Lovelace, Contract Specialist via fax at 202-727-1679 or via email at lisa.lovelace@dc.gov** If more than three references are returned for a specific offeror, only the first three received will be considered.

L. 3.7 **Price Proposal**

Offerors shall provide a separate price for each CLINs for which it is submitting a proposal. The Offeror shall be evaluated based on the average hourly rate provided for all personnel assigned to the contract. The Offeror shall submit a detail breakdown of how they arrived at the prices specified in Section B. The detail breakdown shall include all load labor categories and hourly rates for the specified categories performing the requirements. Failure to price all available items could result in disqualification of your response. **Responses must be recorded in Section B.**

L.4 PROPOSAL SUBMISSION DATE AND TIME, AND LATE SUBMISSIONS, LATE MODIFICATIONS, WITHDRAWAL OR MODIFICATION OF PROPOSALS AND LATE PROPOSALS

L.4.1 Proposal Submission

Proposals must be submitted no later than **2:00p.m. local time on August 21, 2006**. Proposals, modifications to proposals, or requests for withdrawals that are received in the designated District office after the exact local time specified above, are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:

- (a) The proposal or modification was sent by registered or certified mail not later than the fifth (5th) day before the date specified for receipt of offers;
- (b) The proposal or modification was sent by mail and it is determined by the Contracting Officer that the late receipt at the location specified in the solicitation was caused by mishandling by the District, or
- (c) The proposal is the only proposal received.

L.4.2 Withdrawal or Modification of Proposals

An offeror may modify or withdraw its proposal upon written, telegraphic notice, or facsimile transmission if received at the location designated in the solicitation for submission of proposals, but not later than the closing date for receipt of proposals.

L.4.3 Postmarks

The only acceptable evidence to establish the date of a late proposal, late modification or late withdrawal sent either by registered or certified mail shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal Service. If neither postmark shows a legible date, the proposal, modification or request for withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown on the postmark, the proposal shall be considered late unless the offeror can furnish evidence from the postal authorities of timely mailing.

L.4.4 Late Modifications

A late modification of a successful proposal, which makes its terms more favorable to the District, shall be considered at any time it is received and may be accepted.

L.4.5 Late Proposals

A late proposal, late modification or late request for withdrawal of an offer that is not considered shall be held unopened, unless opened for identification, until after award and then retained with unsuccessful offers resulting from this solicitation.

L.5 EXPLANATION TO PROSPECTIVE OFFERORS

If a prospective offeror has any questions relative to this solicitation, the prospective offeror shall submit the question in writing to the contact person, identified on page one. The prospective offeror shall submit questions no later than 5 days prior to the closing date and time indicated for this solicitation. The District will not consider any questions received less than 5 days before the date set for submission of proposals. The District will furnish responses promptly to all other prospective offerors. An amendment to the solicitation will be issued if that information is necessary in submitting offers, or if the lack of it would be prejudicial to any other prospective offerors. Oral explanations or instructions given before the award of the contract will not be binding.

L.6 FAILURE TO SUBMIT OFFERS

Recipients of this solicitation not responding with an offer should not return this solicitation. Instead, they should advise the Contracting Officer, Office of Contracting and Procurement 441 4th Street, N.W. 971 South, Washington ,D.C. 20001, 202-727-2277, by letter or postcard whether they want to receive future solicitations for similar requirements. It is also requested that such recipients advise the Contracting Officer, Office of Contracting and Procurement of the reason for not submitting a proposal in response to this solicitation. If a recipient does not submit an offer and does not notify the Contracting Officer, Office of Contracting and Procurement that future solicitations are desired, the recipient's name may be removed from the applicable mailing list.

L.7 PROPOSALS WITH OPTION YEARS

The offeror shall include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include option year pricing.

L.8 PROPOSAL PROTESTS

Any actual or prospective offeror or contractor who is aggrieved in connection with the solicitation or award of a contract, must file with the D.C. Contract Appeals Board (Board) a protest no later than 10 business days after the basis of protest is known or should have been known, whichever is earlier. A protest based on alleged improprieties in a solicitation which are apparent at the time set for receipt of initial proposals shall be filed with the Board prior to the time set for receipt of initial proposals. In procurements in which proposals are requested, alleged improprieties which do not exist in the initial

solicitation, but which are subsequently incorporated into the solicitation, must be protested no later than the next closing time for receipt of proposals following the

incorporation. The protest shall be filed in writing, with the Contract Appeals Board, 717 14th Street, N.W., Suite 430, Washington, D.C. 20004. The aggrieved person shall also mail a copy of the protest to the Contracting Officer for the solicitation.

L.9 SIGNING OF OFFERS

The offeror shall sign the offer and print or type its name on the Solicitation, Offer and Award form of this solicitation. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the Contracting Officer.

L.10 UNNECESSARILY ELABORATE PROPOSALS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the offeror's lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

L.11 RETENTION OF PROPOSALS

All proposal documents will be the property of the District and retained by the District, and therefore will not be returned to the offerors.

L.12 PROPOSAL COSTS

The District is not liable for any costs incurred by the offerors in submitting proposals in response to this solicitation.

L.13 ELECTRONIC COPY OF PROPOSALS FOR FREEDOM OF INFORMATION ACT REQUESTS

In addition to other proposal submission requirements, the offeror must submit an electronic copy of its proposal, redacted in accordance with any applicable exemptions from disclosure in D.C. Official Code § 2-534, in order for the District to comply with Section 2-536(b) that requires the District to make available electronically copies of records that must be made public. The District's policy is to release documents relating to District proposals, subject to applicable FOIA exemption under Section 2-534(a)(1).

L.14 CERTIFICATES OF INSURANCE

The Contractor shall submit certificates of insurance giving evidence of the required coverages as specified in Section I.10 prior to commencing work. Evidence of insurance shall be submitted within fourteen (14) days of contract award to:

William E. Sharp, Contracting Officer
Office of Contracting and Procurement
Office of the Chief Technology Officer
441 4th Street NW, Suite 930 South
Washington, DC 20001
202 727-5274
William.Sharp@dc.gov

L.15 ACKNOWLEDGMENT OF AMENDMENTS

The offeror shall acknowledge receipt of any amendment to this solicitation (a) by signing and returning the amendment; (b) by identifying the amendment number and date in the space provided for this purpose in Section A, Solicitation, Offer and Award form; or (c) by letter or telegram including mailgrams. The District must receive the acknowledgment by the date and time specified for receipt of offers. Offerors' failure to acknowledge an amendment may result in rejection of the offer.

L.16 BEST AND FINAL OFFERS

If, subsequent to receiving original proposals, negotiations are conducted, all offerors within the competitive range will be so notified and will be provided an opportunity to submit written best and final offers at the designated date and time. Best and Final Offers will be subject to the Late Submissions, Late Modifications and Late Withdrawals of Proposals provision of the solicitation. After receipt of best and final offers, no discussions will be reopened unless the Contracting Officer determines that it is clearly in the District's best interest to do so, e.g., it is clear that information available at that time is inadequate to reasonably justify Contractor selection and award based on the best and final offers received. If discussions are reopened, the Contracting Officer shall issue an additional request for best and final offers to all offerors still within the competitive range.

L.17 LEGAL STATUS OF OFFEROR

Each proposal must provide the following information:

L.17.1 Name, Address, Telephone Number, Federal tax identification number and DUNS Number of offeror;

L.17.2 A copy of each District of Columbia license, registration or certification that the offeror is required by law to obtain. This mandate also requires the offeror to provide a copy of the executed "Clean Hands Certification" that is referenced in D.C. Official Code §47-2862 (2001), if the offeror is required by law to make such certification. If the offeror is a corporation or partnership and does not provide a copy of its license, registration or certification to transact business in the District of Columbia, the offer shall certify its intent to obtain the necessary license, registration or certification prior to contract award or its exemption from such requirements; and

L.17.3 If the offeror is a partnership or joint venture, the names and addresses of the general partners or individual members of the joint venture, and copies of any joint venture or teaming agreements.

L.18 FAMILIARIZATION WITH CONDITIONS

Offerors shall thoroughly familiarize themselves with the terms and conditions of this solicitation, acquainting themselves with all available information regarding difficulties, which may be encountered, and the conditions under which the work is to be accomplished. Contractors will not be relieved from assuming all responsibility for properly estimating the difficulties and the cost of performing the services required herein due to their failure to investigate the conditions or to become acquainted with all information, schedules and liability concerning the services to be performed.

L.19 STANDARDS OF RESPONSIBILITY

The prospective contractor must demonstrate to the satisfaction of the District the capability in all respects to perform fully the contract requirements, therefore, the prospective contractor must submit the documentation listed below, within five (5) days of the request by the District.

L.19.1 Evidence of adequate financial resources, credit or the ability to obtain such resources as required during the performance of the contract

L.19.2 Evidence of the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments.

L.19.3 Evidence of the necessary organization, experience, accounting and operational control, technical skills or the ability to obtain them.

L.19.4 Evidence of compliance with the applicable District licensing and tax laws and regulations.

L.19.5 Evidence of a satisfactory performance record, record of integrity and business ethics.

L.19.6 Evidence of the necessary production, construction and technical equipment and facilities or the ability to obtain them.

L.19.7 Evidence of other qualifications and eligibility criteria necessary to receive an award under applicable laws and regulations

L.19.8 If the prospective contractor fails to supply the information requested, the Contracting Officer shall make the determination of responsibility or nonresponsibility based upon available information. If the available information is insufficient to make a determination of responsibility, the Contracting Officer shall determine the prospective contractor to be nonresponsible.

SECTION M: EVALUATION FACTORS

M.1 EVALUATION FOR AWARD

The contract will be awarded to the responsible offeror whose offer is most advantageous to the District, based upon the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria.

M.1.1 Awards will be made based on the functional group pricing scheme as structured in *Section B*. Contractors proposing to staff two or more functional groups will have to complete Attachment B and the appropriate sheet in *Section B* for each functional group they are applying to. However, you only need to complete Attachment A and Attachment C once regardless of how many functional groups they are replying to. The vendor's responses in those sections will be evaluated once and the vendor's score on those sections (C.3.2.3.1a & C.3.2.3.2) will be applied the evaluation of each functional group responded to. The evaluation criteria are defined and will be evaluated as follows:

M.1.2 Terms of Evaluation

(a) Contractors are required in their response to use all forms provided for the purposes of replying to this RFP.

(b) Contractors **shall not** submit resumes or any other information that pertains to specific candidates.

M.2 TECHNICAL RATING

The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; e.g., no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.

4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

For example, if a sub factor has a point evaluation of 0 to 6 points, and (using the Technical Rating Scale) the District evaluates as "good" the part of the proposal applicable to the sub factor, the score for the sub factor is 4.8 (4/5 of 6). The sub factor scores will be added together to determine the score for the factor level.

M.3 EVALUATION STANDARDS

RESERVED

M. 4 EVALUATION CRITERIA

Proposals will be evaluated based on the following technical evaluation factors listed in descending order of importance.

M.4.1 TECHNICAL CRITERIA (55 Points)

M.4.2 PRICE CRITERIA (30 Points)

M.4.3 PAST PERFORMANCE (15 Points)

The price evaluation will be objective. The offeror with the lowest price will receive the maximum price points. All other proposals will receive a proportionately lower total score. The following formula will be used to determine each offeror's evaluated price score:

$$\frac{\text{Lowest price proposal}}{\text{Price of proposal being evaluated}} \times \text{weight} = \text{Evaluated price score}$$

M.4.4 PREFERENCE (12 Points)

M.4.5 TOTAL (112 Points)

M.5 EVALUATION OF OPTION YEARS

The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base year. Evaluation of options shall not obligate the District to exercise them. The total District's requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

M.6 CLAUSES APPLICABLE TO ALL SET-ASIDE OR OPEN MARKET SOLICITATIONS OR OPEN MARKET WITH SET-ASIDE

A. CLAUSE APPLICABLE TO ALL OPEN MARKET SOLICITATIONS

1. Preference for Local Businesses, Disadvantaged Businesses, Resident Business Ownerships or Businesses Operation in an Enterprise Zone

b. General Preferences

Under the provisions of D.C. Law 13-169, “Equal Opportunity for Local, Small, or Disadvantaged Business Enterprises Amendment Act of 2000” (the “Act”, as used in this section), the District shall apply preferences in evaluating offers from businesses that are local, disadvantage, resident business ownership or located in an enterprise zone of the District of Columbia.

For evaluation purposes, the allowable preferences under the Act for this procurement are as follows:

- 1) Four percent reduction in the bid price or the addition of four points on a 100-point scale for a local business enterprise (LBE) certified by the Local Business Opportunity Commission (LBOC);
- 2) Three percent reduction in the bid price or the addition of three points on a 100-point scale for a disadvantaged business enterprise (DBE) certified by the LBOC;
- 3) Three percent reduction in the bid price or the addition of three points on a 100-point scale for a resident ownership (RBO), as defined in Section 2 (a)(8A) of the Act, and certified by the LBOC; and
- 4) Two percent reduction in the bid price or the addition of two points on a 100-point scale for a business located in an enterprise zone, as defined in Section 2(5) of D.C. Law 12-268 and in 27 DCMR 899, 39 DCR 9087-9088 (December 4, 1992).

Any Prime Contractor that is a LBE certified by the LBOC will receive a four percent (4%) reduction in bid price for a bid submitted by the LBE in response to an Invitation for Bids (IFB) or the addition of four points on a 100-point scale added to the overall score for bids submitted by the LBE in response to a Request for Proposals (RFP).

Any Prime Contractor that is a DBE certified by the LBOC will receive a three percent (3%) reduction in the bid price for a bid submitted by the DBE in response to an IFB or the addition of three points on a 100-point

scale added to the overall score for proposals submitted by the DBE in response to a RFP.

Any Prime Contractor that is a RBO certified by the LBOC will receive a three percent (3%) reduction in the bid price for a bid submitted by the RBO in response to an IFB or the addition of three points on a 100 point scale added to the overall score for proposals submitted by the RBO in response to a RFP.

Any Prime Contractor that is a business enterprise located in an enterprise zone will receive a two percent (2%) reduction in bid price for a bid submitted by such business enterprise in response to an IFB or the addition of two points on a 100 point scale added to the overall score for proposals submitted by such business in response to a RFP.

c. Preferences for Subcontracting in Open Market solicitations with No LBE, DBE, RBO Subcontracting Set Aside

The preferences for subcontracting in open market solicitations where there is no LBE, DBE or RBO subcontracting set aside are as follows:

- 1) If the prime contractor is not a certified LBE, certified DBE, certified RBO or a business located in the enterprise in an enterprise zone, the District will award the above-stated preferences by reducing the bid price or by increasing the points proportionally based on the total dollar value of the bid or proposal that is designated by the Prime Contractor for subcontracting with a certified LBE, DBE, RBO or business located in an enterprise zone.
- 2) If the prime contractor is a joint venture that is not a certified LBE, certified DBE or certified RBO joint venture, or if the Prime Contractor is a joint venture that includes a business in an enterprise zone but such business located in an enterprise zone does not own and control at least fifty-one percent (51%) of the joint venture, the District will award the above-stated preferences by reducing the bid price or by increasing the points proportionally in the proposal based on the total dollar value of the bid or proposal that is designated by the prime contractor for a certified LBE, DBE, RBO or business located in an enterprise zone, for participation in the joint venture.

For Example:

If a non-certified Prime Contractor subcontracts with a certified local business enterprise for a percentage of the work to be performed on an RFP, the calculation of the percentage points to be added during evaluation would be according to the following formula:

Amount of Subcontract

$$\frac{\text{Amount of Subcontract}}{\text{Amount of Contract}} \times 4 = \text{Points Awarded for Evaluating LSDBE Subcontracting}$$

***Note: Equivalent of four (4) points on a 100 point scale**

The maximum total preference under the act of this procurement is twelve percent (12%) for bids submitted in response to an IFB or the equivalent of twelve (12) points on a 100-point scale for proposals submitted in response to a RFP. Any prime contractor receiving the full bid price reduction or point addition to its overall score for a particular preference will not receive any additional bid price reduction or points for further participation on a sub-contracting level for that particular preference.

However, the prime contractor shall receive a further proportional bid price reduction or point addition on a different preference for participation on a subcontracting level for that different preference. For example, if a LBE prime contractor receives the four percent bid price reduction or the equivalent of four points on a 100-point scale, the LBE prime contractor does not receive a further price reduction or additional points if such contractor proposes subcontracting with an LBE. However, if this same LBE prime contractor proposes subcontracting with a DBE, the LBE prime contractor receives a further proportional bid price reduction or point addition for the DBE participation on the subcontracting level.

c. Preferences for Open Market Solicitation with LBE, DBE or RBO Subcontracting Set Aside

If the solicitation is an open market solicitation with LBE, DBE or RBO preferences only if it is a certified LBE, DBE or RBO. There shall be no preference awarded for subcontracting by the prime contractor with a LBE, DBE or RBO, even if the prime contractor proposes LBE, DBE, or RBO subcontracting above the subcontracting levels required by the solicitation. However, the prime contractor shall be entitled to the full preference for business located in an enterprise zone if it is a business located in an enterprise zone or a proportional preference if the prime contractor subcontracts with a business located in an enterprise zone.

The maximum total preference under the Act for this procurement is twelve percent (12%) for bids submitted in response to an IFB or the equivalent of twelve (12) points on a 100 point scale for proposals submitted in response to a RFP.

2. Preferences for Certified Joint Ventures Including Local or Disadvantaged Businesses or Resident Business Ownerships

When an LBOC-certified joint venture includes a local business enterprise (LBE), disadvantaged business (DBE) or a resident business ownership (RBO), and the LBE, DBE or RBO owns and controls at least fifty-one percent (51%) of the venture, the joint venture will receive the preference as if it were a certified LBE, DBE or RBO.

3. Preference for joint Ventures Including Businesses located in an Enterprise Zone

When a joint venture includes a business located in an enterprise zone, and such business located in an enterprise zone owns and controls at least fifty-one percent (51%) of the venture, the joint venture will receive the preferences as if it were a business located in an enterprise zone.

4. Penalties and Misrepresentations

Any material misrepresentation on the sworn notarized self-certification form could result in termination of the contract, the contractor's liability for civil and criminal action in accordance with the Act, D.C. Law 12-268, and the other District laws, including debarment.

5. Local, Small, and Disadvantaged business Enterprise Subcontracting

- a. When a prime contractor is certified by the Office of Local Business Development as a loyal, small or disadvantaged business or a resident business ownership, the prime contractor shall perform at least fifty percent (50%) of the contracting effort, excluding the cost of materials, good, and supplies with its own organization resources, and if it subcontracts, fifty percent (50%) of the subcontracting effort, excluding the cost of materials, goods, and supplies shall be with certified local, small or disadvantaged business enterprises and resident business ownerships, unless a waiver is granted by the contracting officer, with prior approval and consent of the Director of the LBOC under the provisions of 27 DCMR 805, 39 DCR 5578-5580 (July 24, 1992).
- b. By submitting a signed bid or proposal, the Prime Contractor certifies that it will comply with the requirements of paragraph (a) of this clause.

B. CLAUSE APPLICABLE ONLY TO OPEN MARKET SOLICITATIONS WITH LBE, DBE, OR RBO SUBCONTRACTING SET-ASIDE

Under the provisions of 27 DCMR 801.2(b), 39 DCR 5571 (July 24, 1992), 35% of the total dollar value of this contract has been set aside for performance through subcontracting with local business enterprises, disadvantaged business enterprises, or resident business ownerships. Any Prime Contractor responding to this solicitation shall submit with its bid or proposal a notarized statement detailing its subcontracting plan (See Clause C.1, Subcontracting Plan and Clause C.2, Liquidated Damages). Once the plan is approved by the Contracting Officer,

changes will only occur with the prior written approval of the Contracting Officer. (Use when a determination has been made that the District will set aside a percentage of this procurement to local business enterprise, disadvantage business enterprise or resident business ownerships).

C. CLAUSES APPLICABLE TO OPEN MARKET SOLICITATIONS IN WHICH THERE WILL BE LBE, DBE, OR RBO SUBCONTRACTING OR SUBCONTRACTING WITH BUSINESS LOCATED IN AN ENTERPRISE ZONE

1) Subcontracting Plan

A notarized statement detailing a subcontracting plan shall be submitted, as part of the bid or proposal, by any Prime Contractor seeking a preference on the basis of proposed subcontracting with a local business enterprise (LBE), disadvantaged business enterprise (DBE), resident business ownership (RBO) or business located in an enterprise zone; and by any prime Contractor responding to a solicitation in which there is a LBE, DBE, RBO subcontracting set aside. Each subcontracting plan shall include the following:

- a. A description of the goods and services to be provided by the LBE, DBE, or RBO or business located in the enterprise zone.
- b. If the prime contractor is seeking a preference on the basis of proposed subcontracting with a LBE, DBE, RBO, or a business located in an enterprise zone, a statement of the dollar amount, by type of business enterprise, of the bid or proposal that is designated by the prime contractor for a LBE, DBE, RBO, or business located in an enterprise zone;
- c. If the solicitation contains a LBE, DBE, or RBO subcontracting set-aside, a statement of the dollar value, by type of business enterprise, of the bid or proposal that pertains to the subcontracts to be performed by the LBEs, DBEs, RBOs or businesses located in an enterprise zone;
- d. The names and addresses of all proposed subcontractors who are LBEs, DBEs, RBOs or businesses located in an enterprise zone;
- e. The name of the individual employed by the Prime Contractor who will administer the subcontracting plan, and a description of the duties of the individual;
- f. A description of the efforts the Prime Contractor shall make to ensure that LBEs, DBEs, RBOs, or businesses located in an enterprise zone will have an equitable opportunity to compete for subcontracts;
- g. In all subcontracts that offer further subcontracting opportunities, assurances that the prime Contractor shall include a statement, approved by the Contracting Officer, that the subcontractor shall adopt a

subcontracting plan similar to the subcontracting plan required by the contract;

- h. Assurances that the prime Contractor shall cooperate in any studies or surveys that may be required by the contracting officer, and submit periodic reports, as requested by the contracting officer, to allow the District to determine the extent of compliance by the prime contractor with the subcontracting plan;
- i. List the type of records the prime contractor shall maintain to demonstrate procedures adopted to comply with the requirements set forth in the subcontracting plan, and include assurances that the prime contractor shall make such records available for review upon the District's request; and
- j. A description of the prime Contractors recent effort to locate LBEs, DBEs, RBOs, and businesses located in an enterprise zone and to award subcontracts to them.

2) **Liquidated Damages**

See Clause H.15 in Section H special provision

A. CLAUSES FOR PROCUREMENTS RESTRICTED TO THE SBE SET-ASIDE MARKET

1. Designation of Solicitation for the Small Business Set Aside Market Only

This Invitation for Bids or Request for Proposals is designated for certified small business enterprise (SBE) offerors only under the provisions of "The Equal Opportunity for Local, Small and Disadvantaged Business Enterprises of 1998, D.C. Law 12-268 ("the Act" as used in this section) and "The Equal Opportunity for Local, Small and Disadvantaged Businesses Opportunity Amendment Act of 2000 ("the Amendment"), D.C. Law 13-169.

An SBE must be certified as small in the procurement category of _____ in order to be eligible to submit a bid or proposal in response to this solicitation.

2. Subcontracting by Certified Small Business Enterprises

- a. When a prime contractor is certified by the **Local Business Opportunity Commission (LBOC)** as a small business, the prime contractor shall perform at least fifty (50%) percent of the contracting effort, excluding the cost of materials, goods and supplies, with its own organization and resources, and if it subcontracts, fifty percent (50%) of the subcontracting effort, excluding the cost of materials, goods and supplies shall be with certified local, small, and disadvantaged business enterprises **and resident business ownerships** unless

a waiver is granted by the contracting officer, with the prior approval and consent of the Director of the **LBOC**, under the provisions of 27 DCMR 805, 39 DCR 9050-9060 (December 4, 1992).

- b. By submitting a signed bid or proposal, the prime contractor certifies that it will comply with the requirements of paragraph (a) of this clause.

3. Vendor Submission of Certification

Any vendor seeking to submit a bid or proposal as a small business enterprise (SBE) in response to this solicitation must submit one of the following at the time of, as part of its bid or proposal:

- a. A copy of the SBE letter of certification from the Local Business Opportunity Commission (LBOC); or
- b. A copy of the sworn notarized Self-Certification Form prescribed by the LBOC along with an acknowledgement letter issued by the Director of the LBOC.

Bids or proposals from Contractors that are not certified as small business enterprises through one of the means described in subparagraphs (a) or (b) of this clause will not be considered. Bidders or offerors must submit the required evidence of certification or self-certification at the time of submission of bids or proposals.

Attachment J.10 contains the Self-Certification Package.

In order to be eligible to submit a bid or proposal, or to receive any preferences under this solicitation, any vendor seeking self-certification must complete and submit the forms to:

Department of Human Rights and Local Business Development
ATTN: LSDBE Certification Program
441 Fourth Street, N.W., Suite 970N
Washington, DC 20001

All Contractors are encouraged to contact the Local, Small and Disadvantaged Business Enterprises Certification Program at (202) 727-3900 if additional information is required on certification procedures and requirements.

4. Penalties for Misrepresentation

Any material misrepresentation on the sworn notarized self-certification form could result in termination of the contract, the contractor's liability for civil and criminal action in accordance with the Act, and other District laws, including debarment.

5. Preferences in the SBE Set-Aside Market (for evaluation purposes only)

For evaluation purposes only, a certified small business enterprise (SBE) that is also certified by the LBOC as a local business enterprise (LBE) will receive a four percent (4%) reduction in the bid price for a bid submitted in response to an Invitation for Bids (IFB) or the addition of four points on a 100-point scale added to the overall score for proposals submitted in response to a Request for Proposals (RFP).

A certified small business that is also certified by the LBOC as a disadvantaged business enterprise (DBE) will receive a three percent (3%) reduction in the bid price for a bid submitted in response to an IFB or the addition of three points on a 100-point scale added to the overall score for proposals submitted in response to a RFP.

A certified small business that is also certified by the LBOC as a resident business ownership (RBO), as defined in Section 2(a)(8A) of the Amendment, will receive three percent (3%) reduction in the bid price for a bid submitted in response to an IFB or the addition of three points on a 100-scale added to the overall score for proposals submitted in response to a RFP.

A certified small business that is also certified by the LBOC as an enterprise zone, as defined in Section 2(5) of the Act and in 27 DCMR 899, 39 DCR 9087-9088 (December 4, 1992), will receive two percent (2%) reduction in the **bid price for** a bid submitted in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by such business enterprise in response to an RFP.

The maximum total preference under the SBE Set-Aside Program is twelve percent (12%) reduction in bid price for bids submitted in response to an IFB or the addition of 12 points on a 100-point scale added to the overall score for proposals submitted in response to an RFP. The District shall award the preference points based only on whether the SBE prime contractor is also a LBE, DBE, RBO or business located in an enterprise zone. There shall be no points awarded for subcontracting by the SBE prime contractor to a LBE, DBE, RBO or business located in an enterprise zone.

If the prime contractor is a certified SBE joint venture that is also certified as a LBE, DBE or RBO joint venture, or if the prime contractor is a certified SBE joint venture that includes a business located in an enterprise zone and such business owns and controls at least fifty-one (51%) of the joint venture, the prime contractor will receive the preference as if it were a LBE, DBE, RBO or business located in an enterprise zone. There shall be no points awarded for any other joint venture participation by LBEs, DBEs, RBOs or businesses located in an enterprise zone.

6. SBE Joint Ventures

A joint venture between a small business enterprise (as defined under Section 2(6) of the Act and implementing regulations) and another entity shall be eligible to submit a bid or proposal in response to this SBE set-aside solicitation if the joint venture is certified by the LBOC under the provisions of 27 DCMR 817, 39 DCR 9072-9075 (December 4, 1992) or is self-certified under 27 DCMR 818, 39 DCR 9075-9076 (December 4, 1992).

The LBOC shall certify a joint venture when a SBE affiliates itself with another entity to form a joint venture for a SBE set-aside solicitation if:

- (a) The non-SBE partner demonstrates to the **LBOC** that its size does not exceed the size limitations set forth in the Act; or
- (b) The LBOC determines that the certification of the joint venture with an entity exceeding the size limitation of the Act would not be detrimental to the SBE set-aside program.

M.7 EVALUATION OF PROMPT PAYMENT DISCOUNT

- M.7.1 Prompt payment discounts shall not be considered in the evaluation of offers. However, any discount offered will form a part of the award and will be taken by the District if payment is made within the discount period specified by the offeror.
- M.7.2 In connection with any discount offered, time will be computed from the date of delivery of the supplies to carrier when delivery and acceptance are at point of origin, or from date of delivery at destination when delivery, installation and acceptance are at that, or from the date correct invoice or voucher is received in the office specified by the District, if the latter date is later than date of delivery. Payment is deemed to be made for the purpose of earning the discount on the date of mailing of the District check.